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ABSTRACT

This guide is a training plan for the clerical skills cluster of the Skills Training and Education Program (STEP), an open-entry, open-exit program funded by the Job Training Partnership Act (JTPA). In the STEP training plan, each task has its own lesson plan guide. This manual contains the following information: definitions, instructions for completing the competency chart, instructions for using the lesson plan guide, training course outline, list of modules and tasks, task assignment by exit occupations, lesson plan guides, and references and materials. The lesson plan guides, which make up the bulk of the document, include information on module, task, performance objective, performance guide, reference materials, audiovisuals, performance assignment, instructor evaluation, and learning activities. They are organized in 10 modules that cover orientation; composition skills; math, calculator/numeric keypad operations; office procedures; formatting/keyboarding operations; bookkeeping/accounting operations; shorthand/speedwriting and transcription operations; orientation to word processing and data processing; word processing operations; and data processing operations. Appendixes contain a pre-test statement, an outline of job demand characteristics and occupational group arrangements, and a competency chart. (KC)

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STEP Training Plan

for

Clerical Cluster

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U.S. DEPARTMENT OF EDUCATION
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August 1988

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INTRODUCTION

Welcome to the Skills Training and Education Program (STEP). You are now instructing in a vocational training program which is made possible by the JOB TRAINING PARTNERSHIP ACT (JTPA). This Act is designed to prepare youth and unskilled adults for entry into the labor force and to afford job training programs to economically disadvantaged individuals and others facing serious barriers to employment.

Every trainee who enters your vocational training program has been through an assessment process and is able to meet requirements that are important to attaining success. These requirements include minimum vocational aptitudes, adequate physical and mental abilities, and interest.

Your vocational training program, by necessity, has been designed as an open-entry/open-exit program. You will be receiving trainees throughout the program year. This condition dictates that you must be prepared to teach trainees who will be working on different tasks at the same time. Exit occupations for each program have been identified. An exit occupation is a job for which the trainee may be prepared after successfully completing designated tasks in your vocational training program.

The STEP Training Plan is designed with each task having its own Lesson Plan Guide. You can identify the tasks a trainee needs to learn, assign the task, and document each one as it is successfully completed. The trainees are allowed to work, within reason, at their own rate of speed. This system allows learning to proceed in an orderly manner.

Every possible effort will be made to enable you to conduct a successful training program. Your Skills Center Director and staff will work with you to assist you and your trainees in accomplishing this goal.

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I. DEFINITION OF TERMS

APTITUDE: "Aptitude is the quickness or ease with which you learn to do something" (1.pp.xv).

CRITICAL APTITUDE: "...average successful performance of workers" (1.Glossary). Critical aptitudes are highly significant for the successful performance of a job and are designated on the Job Demand Characteristics Chart by an asterisk (*). Trainees must meet or exceed the values of each specified critical aptitude in order to enter and successfully complete training.

COMPETENCE: "Achievement of the knowledge, skills, and attitudes required by a worker in order to perform a given occupational task" (2.Glossary).

COMPETENCY: "A description of the ability one possesses when able to perform a given occupational task effectively and efficiently" (2.Glossary).

COMPETENCY-BASED EDUCATION (CBE): "An instructional program that derives its content from verified (validated) tasks and bases assessment on student performance. Learning materials used in these programs identify, verify, and publish in advance of instruction the tasks (competencies) the student is to learn and perform, the criteria by which the student will be evaluated, and the conditions under which evaluation will occur. Instruction emphasizes the ability to do as well as knowing the how, and why. Student performance and knowledge are evaluated individually against stated criteria, rather than against group norms" (2.Glossary).

COMPETENCY CHART: The chart contains all assigned tasks to be completed for each exit occupation within a designated STEP Training Plan. It is used to document competence for tasks assigned to trainees based upon their interests, vocational potential, and chosen exit occupation(s).

DICTIONARY OF OCCUPATIONAL TITLES (D.O.T.): A publication of the U.S. Department of Labor which includes standardized and comprehensive descriptions of jobs and related occupational information for approximately 20,000 occupations. In order to more easily locate a specific occupation, a D.O.T. code number has been assigned for each job. Each exit occupation found on the Job Demand Characteristics Chart and Competency Chart has a D.O.T. code number.

EXIT OCCUPATIONS: An exit occupation, also referred to as a "spin-off", is a job for which trainees will be prepared to perform at the entry level upon demonstrating competence for those specific tasks assigned to that exit occupation. Exit occupations are listed on the Competency Chart.

LESSON PLAN GUIDE: A set of directions established to help trainees gain competence for a specific task. Lesson Plan Guides will include the course title, module, task statement, performance objective, performance guide, reference materials and audio visual aides necessary to complete each task.

MODULE: A major segment of work comprised of related tasks found on the Competency Chart and each Lesson Plan Guide. May parallel the unit of study concept found in traditional curriculum development.

OCCUPATION: "A specific position requiring the performance of specific tasks...essentially the same tasks are performed by all workers having the same title" (2.Glossary).

OCCUPATIONAL CLUSTER: "A grouping of jobs that are related by the similarity of the tasks performed by the various workers" (2.Glossary).

OPEN-ENTRY/OPEN-EXIT: "Open-entry/open-exit enrollment is an administrative device designed to make competency-based and individualized instruction more feasible and useful. It simply allows the trainee to: 1) enter the vocational program at virtually any time an appropriate workstation is available, and 2) exit the program without penalty whenever the specified competencies or tasks have been achieved or when an alternative decision has been made. Thus, trainees are not enrolled or discharged on only a few dates in the year. Neither are they arbitrarily required to remain enrolled in a program for a stipulated number of weeks, months, or years" (2.Glossary).

PERFORMANCE-BASED TRAINING (PBT): "A term that means the same as CBE; is preferred by industry" (2.Glossary).

PERFORMANCE OBJECTIVE: "A statement in measurable terms of what the learner must do to master a task or outcome. It consists of three parts: 1) the conditions under which the task or outcome will be performed for evaluation, 2) a description of the task or outcome, and 3) the standard or criteria which states how well and how fast the task or outcome must be performed for mastery" (2.Glossary).

PERFORMANCE STANDARD: "Criteria which the worker must meet when performing a task" (2.Glossary).

SKILL: "The ability to perform occupational tasks with a high degree of proficiency within a given occupation. Skill is conceived of as a composite of three completely interdependent components: cognitive, effective, and psychomotor" (2.Glossary).

THE SYSTEM FOR ASSESSMENT AND GROUP EVALUATION (SAGE): An assessment system used by the local Assessment Centers for determining a trainee's mathematics (M) and language (L) levels and for measuring eleven vocational aptitudes.

TASK: "A work activity that has a definite beginning and ending, is observable or measurable, consists of two or more definite steps, and leads to a product, service, or decision" (2.Glossary).

TASK LIST: "A listing of the duties and tasks performed by workers in a given occupation, usually verified (validated) by workers and/or immediate supervisors" (2.Glossary).

TASK STATEMENT: "A description of a meaningful unit of work that contains an action verb and an object that receives the action (it may also contain one or more qualifiers) and represents a typical job assignment that an employer or customer would pay for" (2.Glossary).

VOCATIONAL APTITUDES: "..are defined as the specific capacities or abilities required of an individual in order to facilitate the learning of some task or job duty" (3.pp.1511). The U.S. Department of Labor has identified eleven (11) vocational aptitude requirements which are necessary for job success. These aptitudes are as follows: intelligence (G), verbal (V), numerical (N), spatial (S), form perception (P), clerical perception (Q), motor coordination (K), finger dexterity (F), manual dexterity (M), eye-hand-foot coordination (E) and color discrimination (C). Each job found within the D.O.T. has a unique set of vocational aptitudes which constitute a vocational aptitude profile for that job. If a trainee's tested aptitudes found on the SAGE meet or exceed the critical aptitudes listed for an exit occupation, this is one factor that Assessment Center staff will take under advisement when considering an applicant for entry in a classroom training program.

REFERENCE AND MATERIALS

1. Winefordner, D.W. Worker Trait Group Guide (First ed.). Appalachia Educational Laboratory. Bloomington, Il.: McKnight Publishing Co., 1978.

2. The Center For Instructional Development and Services. Open Entries: A Competency-Based Education Information Exchange, I, 1987.

3. Kerns, A.F. and Neeley, R.E. Dictionary of Worker Traits: Volume Two. Philadelphia: Vocational Research Institute, 1987.

II. INSTRUCTIONS FOR COMPLETING THE COMPETENCY CHART

All trainees shall have a Competency Chart for use in the training program. It is the responsibility of the instructor to see that the charts are properly completed. SEE APPENDIX C. The following procedure should be followed in order to properly complete the Competency Chart:

PRE-TEST

1. After the trainees are assessed in the Assessment Center and are enrolled in a vocational program, the instructor will give them a copy of the appropriate Competency Chart. The vocational instructor will discuss each task and performance objective with the trainees.

2. The trainees will CIRCLE every task number that they believe they can presently perform. **THE TRAINEES WILL COMPLETE TASKS RELATED TO SAFETY PRIOR TO PRE-TESTING.** A testing situation will be arranged in order for the instructor to evaluate the trainees' knowledge and performance. Should the trainees' performance meet the criteria as stated in the Performance Objective found on the Lesson Plan Guide, the instructor will date the column marked Date of Pre-Test. The instructor will also write the date on the Date Competency Demonstrated column, initial the column titled Instructor's Initials and the trainees will initial the column titled Trainee's Initials. A task successfully demonstrated during the Pre-Test time will not be taught.

   If trainees are unable to perform a pre-test task as described in the Performance Objective, then the task will be included as a regularly scheduled learning activity.

   THE INSTRUCTOR MAY START THE TRAINEES ON ASSOCIATED TASKS FOR THE SAKE OF CLASSROOM MANAGEMENT AND DEVELOPING A KNOWLEDGE BASE BEFORE THE PRE-TEST PROCEDURE IS COMPLETED.

3. When the Pre-Test procedure is completed, the trainees will sign a Pre-Test Statement (STEP Form 58). This form will be held in the trainees' permanent files and will be used to verify the pre-testing procedure.

TASK DOCUMENTATION

4. All tasks that were not documented as having been acceptable to the stated criteria or that the trainees were unable to perform as addressed in item 2 of the pre-test procedure become a part of the trainees' learning activities. The Competency Chart is now to be used as a training plan as well as a document for recording the successful completion of the tasks.

5. The instructor should start the trainees on the tasks required for the lowest level exit occupation found on the Competency Chart. As a rule of thumb, these will generally have the lowest data, people, things level and the lowest number of tasks to complete in order to

attain competency for an exit occupation. (see part VI.)

Trainees may also start completing tasks found for an exit occupation that have been designated by the Assessment Center. If you have questions, call your local Assessment Center and ask them to determine which exit occupation you should be preparing your trainee to complete. Trainees may have a different combination of expected exit occupations to complete due to their interests and potentials. The "shotgun approach," in which everyone receives the same lesson during the same period of time, must not be used, as its use violates the intent of individualized instruction used in an open-entry/open-exit classroom.

Occasionally you will use group activities for some safety lessons and live work projects. Make sure that these activities are documented in the trainees' files and are directed toward gaining competence in one or more of the designated tasks.

6. When a task is successfully completed according to the criteria described in the Performance Objective, the instructor will place a date in the Date Competency Demonstrated column. The instructor must also initial the Instructor's Initials column.

   The trainees also have responsibility in documenting the learning procedure. The trainees will initial the Trainee's Initials column. These acts document the completion of an assigned task.

7. This procedure will be repeated until all designated tasks for appropriate exit occupations in the Competency Chart are completed. As previously stated, the completion of the Competency Chart is documentation of the successful attainment of skills in the trainees' chosen vocational program.

SPECIAL INSTRUCTIONS

A successfully completed task should be initialed as soon as it is completed. If this is not possible, no more than three days should elapse before the Competency Chart is initialed.

Each task that is completed must have initials of both the trainee and the instructor completed in ink (no pencils please) and the date completed. Rubber stamps may not be used.

Adult Basic Education instructors should initial tasks which were completed with their assistance.

III. INSTRUCTIONS FOR USING THE LESSON PLAN GUIDE

The Lesson Plan Guide has been designed for both instructor and trainee use. The guide was developed to be used as a management device for the instructor as it facilitates instruction on an individualized basis. It is the instructor's responsibility to insure that all noted learning materials specified for each Lesson Plan Guide are available for the trainee to use. Suggested reference materials and audiovisuals may be substituted provided that an amended Lesson Plan Guide is developed and approved by the Curriculum and Instruction Unit.

The trainee will use a Lesson Plan Guide as a set of directions to follow when completing each task statement. Each Lesson Plan Guide will contain the course title, module, task number, and statement, and the Performance Objective. The second part, Performance Guide, consists of a flow chart and spaces to list Reference Materials, Audiovisuals, Performance Assignment, and Instructor Evaluation. The Lesson Plan Guide may also include attachments such as procedure pages, blueprints, diagrams, etc.

In order to work through the Lesson Plan Guide, the trainee will begin at the first square in the flow chart and follow the instructions, then proceed to square two, three, etc. When the trainee has successfully worked through each square in the flow chart, the task will have been completed.

If the aforementioned procedure is followed, each trainee works independently of all other trainees, and the instructor will become a learning manager who monitors the progress of the trainee.

The best system for both storing and using the Lesson Plan Guides is to place each page in a plastic sheet protector, then place it inside a hanging file, which then is stored in a Crate-A-File. Generally, each Crate-A-File will hold 50 hanging folders. Tabs with the appropriate task number are helpful to both the trainees and the instructors. These supplies are available at most office equipment supply stores.

TRAINING COURSE OUTLINE

OCCUPATIONAL TITLE Clerical Cluster

Major Units of Instruction

I. Orientation
II. Composition Skills
III. Math, Calculator/Numeric Keypad Operations
IV. Office Procedures
V. Formatting/Keyboarding Operations
VI. Bookkeeping/Accounting Operations
VII. Shorthand/Speedwriting and Transcription Operations
VIII. Orientation to Word Processing and Data Processing
IX. Word Processing Operations
X. Data Processing Operations

Maximum Number Weeks Per Participant 52

Exit Occupations Available for This Course of Study

FILE CLERK
(206.362-010)

OFFICE CLERK
(209.567-022)

INVENTORY CLERK
(222.387-026)

RECEPTIONIST
(237.367-038)

ACCOUNTING CLERK
(216.482-010)

WORD PROCESSING
OPERATOR
(203.362-022)

CLERK-TYPIST
(203.362-010)

STENOGRAPHER
(202.362-014)

BOOKKEEPER I
(210.382-014)

GENERAL ACCOUNTING
SYSTEMS OPERATOR
(210.382-066)

SECRETARY
(201.362-030)

TYPIST
(203.582-066)

This is an Individualized and Competency Based Curriculum Utilizing an Open Entry/Open Exit Matriculation Schedule.

V. LIST OF MODULES AND TASKS
CLERICAL CLUSTER

MODULE I. ORIENTATION
- TASK 1. APPLY SCHOOL POLICIES AND PROCEDURES.
- 2. UNDERSTAND SCHOOL SAFETY RULES.
- 3. KNOW SAFETY RULES FOR THE JOB AND EQUIPMENT.

MODULE II. COMPOSITION SKILLS
- TASK 4. APPLY RULES AND FUNCTIONS OF TERMINAL EXTERNAL PUNCTUATION.
- 5. APPLY RULES AND FUNCTIONS OF INTERNAL PUNCTUATION.
- 6. APPLY RULES AND FUNCTIONS OF LESS COMMONLY USED PUNCTUATION.
- 7. APPLY RULES OF SPACING WITH PUNCTUATION MARKS.
- 8. APPLY BASIC RULES OF CAPITALIZATION.
- 9. APPLY SPECIAL RULES OF CAPITALIZATION.
- 10. APPLY BASIC RULES OF FIGURE STYLE AND WORD STYLE FOR EXPRESSING NUMBERS.
- 11. APPLY SPECIAL RULES FOR EXPRESSING NUMBERS.
- 12. APPLY BASIC AND SPECIAL RULES FOR USING ABBREVIATIONS.
- 13. APPLY RULES FOR FORMING PLURALS OF NOUNS.
- 14. APPLY RULES FOR FORMING POSSESSIVES.
- 15. APPLY SPELLING RULES FOR FINAL SOUNDS.
- 16. APPLY RULES FOR SPELLING WORDS WITH SPECIAL ENDINGS AND DIACRITICAL MARKINGS.
- 17. APPLY CORRECT SPELLING FOR WORDS THAT SOUND ALIKE, LOOK ALIKE, AND TROUBLESOME WORDS.
- 18. APPLY RULES FOR FORMING COMPOUND WORDS.
- 19. DIVIDE WORDS CORRECTLY.
- 20. APPLY BASIC RULES OF NOUN AND VERB AGREEMENT.
- 21. APPLY BASIC RULES OF PRONOUNS AND VERB AGREEMENT.
- 22. APPLY COMMONLY MISUSED WORDS AND PHRASES IN BUSINESS COMMUNICATION.
- 23. APPLY RULES FOR BASIC PARTS OF BUSINESS LETTERS AND MEMOS.
- 24. APPLY RULES FOR SPECIAL PARTS OF BUSINESS LETTERS, MEMOS, AND OTHER CORRESPONDENCE.
- 25. APPLY CORRECT FORM IN ADDRESSING PERSONS IN BUSINESS CORRESPONDENCE.
- 26. APPLY STANDARD PROOFREADER'S MARKS.

MODULE III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS
- TASK 27. APPLY CORRECT PROCEDURE WHEN USING CALCULATOR.
- 28. APPLY TOUCH OPERATION TO NUMERIC KEYPAD. (OPTIONAL)
- 29. SOLVE PROBLEMS OF ADDITION, SUBTRACTION, MULTIPLICATION, AND DIVISION OF WHOLE NUMBERS AND DECIMALS.
- 30. COMPLETE SIMULATION FOR ACCOUNTING CLERK.
- 31. SOLVE PROBLEMS OF FRACTIONS, DECIMAL FRACTIONS, DECIMALS, PERCENTS, AND PERCENTAGES.
- 32. COMPLETE SIMULATION FOR INVENTORY AND PURCHASING CLERK.
- 33. SOLVE PROBLEMS OF DISCOUNTS, BANKING PROCEDURES, WAGES AND SALARIES, COMMISSIONS, AND DEDUCTIONS.
- 34. COMPLETE SIMULATION FOR ACCOUNTS PAYABLE CLERK AND PAYROLL CLERK.
- 35. SOLVE PROBLEMS OF PRICING, DEPRECIATION, CREDIT, RATIO AND PROPORTION, AND INVESTMENTS.
- 36. COMPLETE SIMULATION FOR ADVANCED ACCOUNTING CLERK.

MODULE IV. OFFICE PROCEDURES

TASK 37. UNDERSTAND KEY OFFICE FUNCTION OF BUSINESS OFFICE.
38. IDENTIFY OFFICE CAREERS, DUTIES, AND OPPORTUNITIES.
39. IDENTIFY NEEDED COMMUNICATION SKILLS.
40. USE INTERPERSONAL SKILLS WHEN GREETING VISITORS.
41. PREPARE WORK STATION.
42. USE OFFICE COPIER(S).
43. COMPLETE CALENDAR AND TICKLER FILES, AND ARRANGE MEETINGS AND TRAVEL SCHEDULES.
44. IDENTIFY COMPONENTS OF FILING SYSTEMS.
45. FILE DOCUMENTS ALPHABETICALLY, NUMERICALLY, AND CHRONOLOGICALLY.
46. PREPARE, CHARGE-OUT, TRANSFER, AND STORE RECORDS.
47. PROCESS INCOMING MAIL.
48. PROCESS OUTGOING MAIL.
49. ANSWER TELEPHONE CALLS.
50. PLACE OUTGOING TELEPHONE CALLS.
51. IDENTIFY ADVANCED TELECOMMUNICATION SYSTEMS.

MODULE V. FORMATTING/KEYBOARDING OPERATIONS

TASK 52. IDENTIFY MAJOR PARTS OF KEYBOARDING MACHINE: TYPEWRITERS AND COMPUTERS.
53. APPLY CORRECT PROCEDURES FOR GETTING READY TO KEYBOARD.
54. IDENTIFY COMMONLY USED KEYBOARDING TERMS.
55. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR LETTER-KEY OPERATIONS.
56. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR FIGURE/SYMBOL-KEY OPERATIONS.
57. KEY THIRTY GROSS WORDS A MINUTE (GWAM) ON ONE-MINUTE TIMED WRITING.
58. CORRECT ERRORS IN COPY.
59. CENTER ANNOUNCEMENTS, PERSONAL NOTES, AND SIMPLIFIED MEMOS WITH DIVIDED WORDS AT LINE ENDINGS.
60. FORMAT AND KEY A BUSINESS LETTER IN BLOCK STYLE.
61. FORMAT AND KEY SMALL AND LARGE ENVELOPES.
62. KEY FORTY GWAM ON FIVE-MINUTE TIMED WRITING.
63. FORMAT AND KEY OUTLINE FROM ONE-PAGE DRAFT.
64. FORMAT AND KEY AN UNBOUND REPORT WITH FOOTNOTES.
65. FORMAT AND KEY TABLES WITH MAIN HEADINGS.
66. COMPLETE SIMULATION FOR YOUTH CAMP.
67. FORMAT AND KEY PERSONAL-BUSINESS LETTERS.
68. FORMAT AND KEY A SHORT, UNBOUND REPORT FROM ROUGH-DRAFT COPY.
69. FORMAT AND KEY BUSINESS LETTERS IN MODIFIED BLOCK STYLE.
70. FORMAT AND KEY BUSINESS LETTERS IN MODIFIED BLOCK STYLE WITH INDENTED PARAGRAPHS.
71. COMPLETE SIMULATION FOR PROCESSING SERVICE.
72. FORMAT AND KEY SIMPLE TABLES.
73. FORMAT AND KEY COMPLEX TABLES.
74. FORMAT AND KEY A LONG, UNBOUND REPORT FROM ROUGH-DRAFT.
75. FORMAT AND KEY ONE-PAGE, LEFT BOUND REPORT.
76. FORMAT AND KEY LONG, LEFT BOUND REPORT.
77. FORMAT AND KEY TWO, THREE, AND SIX COLUMN TABLES.
78. FORMAT AND KEY LETTERS WITH SPECIAL FEATURES.
79. KEY PREPRINTED FORMS.
80. FORMAT AND KEY FORMAL AND INTEROFFICE MEMOS.
81. FORMAT AND KEY PERSONAL DATA SHEET.
82. KEY FIFTY GWAM ON FIVE-MINUTE TIMED WRITING.

83. COMPLETE SIMULATION FOR LODGE.
84. KEY SIXTY GWAM ON FIVE-MINUTE TIMED WRITING.

MODULE VI. BOOKKEEPING/ACCOUNTING OPERATIONS
TASK 85. IDENTIFY ENTRY-LEVEL BOOKKEEPING/ACCOUNTING CAREERS.
86. IDENTIFY BASIC BOOKKEEPING/ACCOUNTING CONCEPTS.
87. CLASSIFY ASSETS, LIABILITIES, AND CAPITAL.
88. PREPARE A PARTIAL CHART OF ACCOUNTS.
89. PREPARE A BEGINNING BALANCE SHEET.
90. RECORD AND POST AN OPENING ENTRY.
91. OPEN A GENERAL LEDGER ACCOUNT.
92. DETERMINE HOW TRANSACTIONS CHANGE AN ACCOUNTING EQUATION.
93. PREPARE A MID-CYCLE BALANCE SHEET.
94. DETERMINE THE NORMAL BALANCE OF A GENERAL LEDGER ACCOUNT.
95. ANALYZE TRANSACTIONS INTO DEBIT AND CREDIT PARTS.
96. ANALYZE AND RECORD TRANSACTIONS IN A JOURNAL.
97. PREPARE A CHART OF ACCOUNTS.
98. ANALYZE POSTING FROM A JOURNAL.
99. COMPLETE AN EIGHT-COLUMN WORK SHEET FOR A SERVICE BUSINESS.
100. PREPARE FINANCIAL STATEMENTS FOR A PROPRIETORSHIP.
101. IDENTIFY ACCOUNTS AFFECTED BY ADJUSTING AND CLOSING ENTRIES.
102. RECORD AND ADJUST CLOSING ENTRIES FOR A PROPRIETORSHIP.
103. RECONCILE A BANK STATEMENT AND PREPARE CHECKS WITH STUBS.
104. COMPLETE SIMULATION FOR BUSINESS ACCOUNTING SYSTEM.
105. PREPARE FILE MAINTENANCE INPUT FORM AND RECORD OPENING ENTRY.
106. PREPARE FORMS AND RECORD TRANSACTIONS FOR AN AUTOMATED ACCOUNTING SYSTEM.
107. JOURNALIZE TRANSACTIONS FOR PURCHASES, SUPPLIES, AND CASH PAYMENTS.
108. JOURNALIZE SALES AND CASH RECEIPTS.
109. POST FROM AN EXPANDED JOURNAL.
110. COMPLETE AN EIGHT-COLUMN WORKSHEET FOR MERCHANDISING BUSINESS.
111. PREPARE FINANCIAL STATEMENTS FOR PARTNERSHIP.
112. ADJUST AND CLOSE ENTRIES FOR MERCHANDISING BUSINESS ORGRANIZED AS PARTNERSHIP.
113. COMPLETE SIMULATION FOR MERCHANDISING BUSINESS ORGANIZED AS PARTNERSHIP.
114. JOURNALIZE PURCHASES AND CASH PAYMENTS USING SPECIAL JOURNALS.
115. JOURNALIZE SALES AND CASH RECEIPTS USING SPECIAL JOURNALS.
116. PREPARE AND POST SEMI-MONTHLY EMPLOYEE PAYROLL RECORDS.
117. PREPARE EMPLOYEES' PAYROLL RECORDS.
118. COMPLETE SIMULATION FOR PEGBOARD PAYROLL RECORDS.
119. ACCOUNT FOR UNCOLLECTABLE ACCOUNTS RECEIVABLE.
120. ACCOUNT FOR PLANT ASSETS AND DEPRECIATION.
121. ACCOUNT FOR NOTES AND INTEREST.
122. ACCOUNT FOR ACCRUED ITEMS.
123. JOURNALIZE END-OF-FISCAL-PERIOD WORK FOR A CORPORATION.
124. COMPLETE SIMULATION FOR MERCHANDISING BUSINESS.
125. RECORD TRANSACTIONS IN VOUCHER SYSTEM.
126. ESTABLISH PETTY CASH SYSTEM.
127. COMPLETE INVENTORY SYSTEM.

MODULE VII. SHORTHAND/SPEEDWRITING AND TRANSCRIPTION OPERATIONS
TASK 128. IDENTIFY PHONETIC SOUNDS FOR VOWELS AND CONSONANTS.
129. APPLY VOWELS, CONSONANTS, WORDS, AND PHRASES TO SHORTHAND SYMBOLS.

130. APPLY BRIEF FORMS TO COMMONLY USED WORDS AND PHRASES.
131. READ ALOUD WORDS, PHRASES, AND PARAGRAPHS FROM LEARNED SYMBOLS.
132. TRANSCRIBE TEXT FROM FAMILIAR MATERIAL.
133. TRANSCRIBE TEXT FROM UNFAMILIAR MATERIAL AND FROM DICTATION MACHINE(S).
134. TRANSCRIBE, PROOFREAD, EDIT, AND PRINT TEXT.
135. TRANSCRIBE RECORDED TEXT USING DICTATION APPLICATION SOFTWARE. (OPTIONAL)
136. TRANSCRIBE TEXT DICTATED AT 80 WPM.

MODULE VIII. ORIENTATION TO WORD PROCESSING AND DATA PROCESSING

TASK 137. IDENTIFY INFORMATION PROCESSING SYSTEMS.
138. IDENTIFY INFORMATION CYCLES.
140. IDENTIFY THE COMPUTER EQUIPMENT AND THE FUNCTION OF EACH PART.
141. IDENTIFY DOCUMENT FORMATTING, EDITING, PRINTING, AND STORING FUNCTIONS.
142. IDENTIFY MICROCOMPUTER TERMINOLOGY.
143. IDENTIFY COMMONLY USED WORD PROCESSING AND DATA PROCESSING APPLICATION SOFTWARE.
144. IDENTIFY DISKETTES/DISKS AND THEIR PROPER CARE.
145. USE PROPER PROCEDURE WHEN POWERING UP/DOWN MICROCOMPUTER.
146. USE PROPER PROCEDURE WHEN LOADING/USING DISK OPERATING SYSTEM.
147. USE TUTORIALS/MANUALS/USER GUIDES WHEN OPERATING MICROCOMPUTER.
148. USE COMPUTER MESSAGES/PROMPTS AND THEIR EXPLANATIONS.

MODULE IX. WORD PROCESSING OPERATIONS

TASK 149. LOAD WORD PROCESSING SOFTWARE.
150. AUTOMATICALLY FORMAT AND ENTER SOURCE DOCUMENTS.
151. AUTOMATICALLY EDIT, PROOFREAD, AND PRINT FORMATTED SOURCE DOCUMENTS.
152. ENTER MAILING LIST AND MERGE INTO BUSINESS CORRESPONDENCE.
153. COMPLETE WORD PROCESSING EXERCISES. *(OPTIONAL)
154. COMPLETE WORD PROCESSING SIMULATION. *(OPTIONAL)

MODULE X. DATA PROCESSING OPERATIONS

TASK 155. COMPILE, ENTER, AND PRINT DATA ENTRY INFORMATION.
156. LOAD DATABASE SOFTWARE.
157. DESIGN DATABASE FILE.
158. ENTER DATA INTO DATABASE FILE.
159. MANIPULATE/SORT AND PRINT DATA IN DATABASE FILE.
161. LOAD SPREADSHEET SOFTWARE.
162. DESIGN SPREADSHEET WORKSHEET.
163. ENTER DATA INTO SPREADSHEET WORKSHEET.
164. MANIPULATE/RETRIEVE/SEARCH AND PRINT DATA IN SPREADSHEET WORKSHEET.
165. COMPLETE SPREADSHEET EXERCISES. *(OPTIONAL)
166. LOAD GRAPHICS SOFTWARE. *(OPTIONAL)
167. DESIGN GRAPHICS FROM SPREADSHEET WORKSHEETS. *(OPTIONAL)
168. MERGE SPREADSHEET WORKSHEET INTO GRAPHICS. *(OPTIONAL)
169. MANIPULATE SPREADSHEET DATA ONTO LINE GRAPHS AND BAR AND PIE CHARTS. *(OPTIONAL)
170. CREATE OFFICE NEWSLETTER USING DESKTOP PUBLISHING SOFTWARE. *(OPTIONAL)

VI. TASK ASSIGNMENT by EXIT OCCUPATIONS

CLERICAL CLUSTER

FILE CLERK (206.362-010)	1-3, 37-39, 41-42, 44-46, 140, 142-143
OFFICE CLERK (209.567-022)	1-5, 8, 10, 17, 22, 27-30, 37-50, 140, 142-143
INVENTORY CLERK (222.387-026)	1-3, 27-32, 37-39, 41-42, 140, 142-143
RECEPTIONIST (237.367-038)	1-3, 27, 37-58, 140, 142-143
ACCOUNTING CLERK (216.482-010)	1-3, 27-39, 41-42, 85-104, 116-118, 125-127, 140, 142-143
TYPIST (203.582-066)	1-5, 8, 10, 17, 22, 27-28, 37-39, 41-42, 52-84, 140, 142-143, 155
CLERK-TYPIST (203.362-010)	1-25, 27-30, 37-50, 52-84, 140, 142-143, 155
STENOGRAPHER (202.362-014)	1-25, 27-32, 37-39, 41-42, 52-84, 128-152
BOOKKEEPER I (210.382-014)	1-3, 27-39, 41-42, 85-104, 107-127, 140, 142-143
GENERAL ACCOUNTING SYSTEMS OPERATOR (210.382-066)	1-3, 27-39, 41-42, 52-58, 85-127, 137-148 155-170
WORD PROCESSING OPERATOR (203.362-022)	1-30, 37-39, 41-42, 52-84, 137-170
SECRETARY (201.362-030)	1-170

LESSON PLAN GUIDE

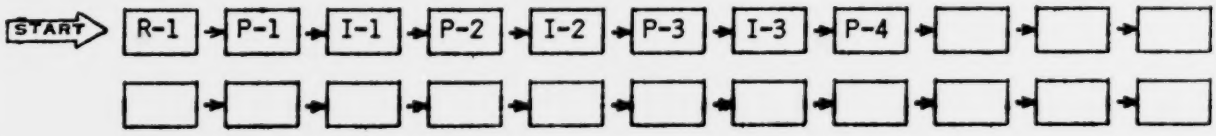
COURSE - CLERICAL CLUSTER

MODULE - I. ORIENTATION

TASK - 1. APPLY SCHOOL POLICIES AND PROCEDURES.

PERFORMANCE OBJECTIVE - Given a Trainee Orientation Handbook and Trainee Agreement, the trainee will read the handbook, participate in instructor-trainee(s) discussion, answer an oral test with 100% accuracy, and sign the Trainee Agreement.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Trainee Orientation Handbook.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Class discussion.	I-1	Monitor discussion.
P-2	Take test on R-1.	I-2	Grade test.
P-3	Sign Trainee Agreement.	I-3	Check Trainee Agreement.
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

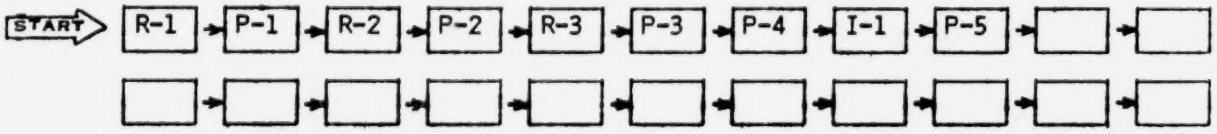
COURSE - CLERICAL CLUSTER

MODULE - I. ORIENTATION

TASK - 2. UNDERSTAND SCHOOL SAFETY RULES.

PERFORMANCE OBJECTIVE - Given a list of the school safety rules, a list of fire evacuation rules, and a diagram of fire exits, the trainee will participate in instructor-trainee(s) discussion, successfully participate in a fire drill, and answer questions on a written test with 100% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	List of school safety rules.	A-1	
R-2	Diagram of fire exit.	A-2	
R-3	List of fire rules.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1.	I-1	Grade test.
P-2	Study R-2.	I-2	
P-3	Study R-3.	I-3	
P-4	Take written test.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

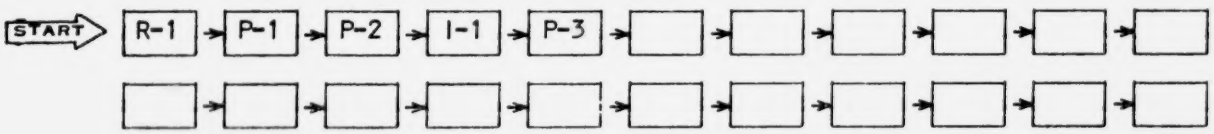
COURSE - CLERICAL CLUSTER

MODULE - 1. ORIENTATION

TASK - 3. KNOW SAFETY RULES FOR THE JOB AND EQUIPMENT.

PERFORMANCE OBJECTIVE - Given reading materials, the trainee will know safety rules for the job and equipment. The trainee will take a written test and attain 100% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 203, 429-447.	I-1	Grade questions.
P-2	Complete questions 1-10, R-1, pp. 441.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

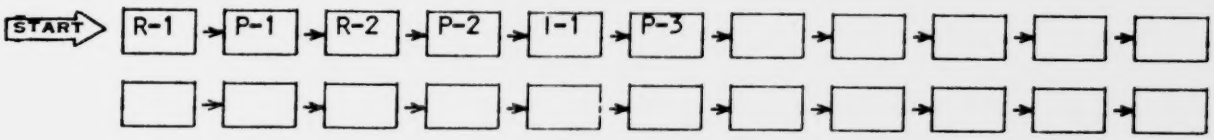
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 4. APPLY RULES AND FUNCTIONS OF EXTERNAL PUNCTUATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules and functions of external punctuation: period, question mark, and exclamation point. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 3-8.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-46, pp. 5-6.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

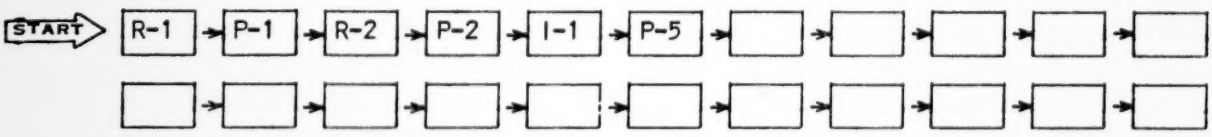
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 5. APPLY RULES AND FUNCTIONS OF INTERNAL PUNCTUATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules and functions of internal punctuation: comma, semicolon, and colon. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 8-38.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-40, pp. 7-8; problems 1-32, pp. 9-10; and problems 1-25, pp. 11-12.	I-2	
		I-3	
		I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

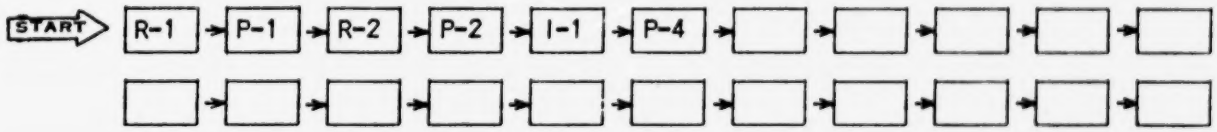
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 6. APPLY RULES AND FUNCTIONS OF LESS COMMONLY USED PUNCTUATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules and functions of less commonly used punctuation: dash, parentheses, quotation marks, underscoring, ellipsis, asterisk, diagonal, and brackets. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 40-65.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-35, pp. 13-14; and Punctuation Survey, pp. 15-16..	I-2	
		I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

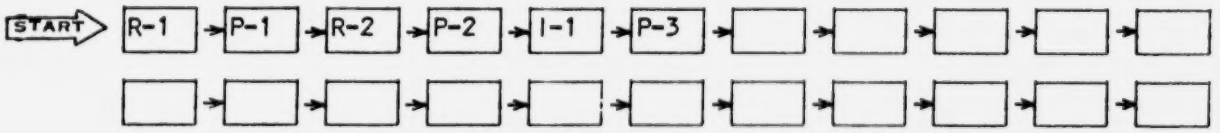
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 7. APPLY RULES OF SPACING WITH PUNCTUATION MARKS.

PERFORMANCE OBJECTIVE - Given reading materials, the trainee will apply rules of spacing with punctuation marks. The trainee will complete instructor-provided test and attain 80% accuracy. If trainee has keyboarding skills, the instructor will provide source document for keyboarding, and trainee will key document. Copy will be acceptable with proper spacing.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Test, next page.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 66-67.	I-1	Grade oral test.
P-2	Complete test/typing exercise.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

COURSE: CLERICAL CLUSTER

MODULE: II. COMPOSITION SKILLS

TASK: 7. APPLY RULES OF SPACING WITH PUNCTUATION MARKS.

TEST

DIRECTIONS: Indicate the correct number of spaces for each item by drawing a circle around the appropriate number.

		Number of Spaces
1.	There should be _____ space(s) after a period that ends a sentence.	1. 0 1 2
2.	There should be _____ space(s) before a comma.	2. 0 1 2
3.	There should be _____ space(s) between single and double quotation marks.	3. 0 1 2
4.	There should be _____ space(s) before and after an apostrophe within a word.	4. 0 1 2
5.	There should be _____ space(s) after an apostrophe if it is at the end of a word but within a sentence.	5. 0 1 2
6.	There should be _____ space(s) before a colon.	6. 0 1 2
7.	There should be _____ space(s) after a decimal point within a number.	7. 0 1 2
8.	There should be _____ space(s) after commas in a number.	8. 0 1 2
9.	There should be _____ space(s) after an abbreviation within the sentence.	9. 0 1 2
10.	There is no space before a semicolon, but there should be _____ space(s) after a semicolon.	10. 0 1 2
11.	There is no space before a diagonal, and there should be _____ space(s) after a diagonal.	11. 0 1 2
12.	There should be _____ space(s) after a period following a number or letter used for enumeration.	12. 0 1 2
13.	After a comma, there should be _____ space(s) (unless there is a closing quotation mark immediately following the comma).	13. 0 1 2
14.	There should be _____ space(s) following a quotation mark that ends a sentence.	14. 0 1 2
15.	There is no space before an asterisk, but there should be _____ space(s) after an asterisk at the end of a sentence.	15. 0 1 2

COURSE: CLERICAL CLUSTER

MODULE: II. COMPOSITION SKILLS

TASK: 7. APPLY RULES OF SPACING WITH PUNCTUATION MARKS.

TEST (Continued)

16. There should be _____ space(s) after an asterisk within a sentence. 16. 0 1 2

17. There should be _____ space(s) before an opening parenthesis or bracket that encloses parenthetic material within a sentence. 17. 0 1 2

18. There should be _____ space(s) before an opening parenthesis or bracket that encloses material that follows a sentence. 18. 0 1 2

19. When using opening quotation marks, there is no space after, but there should be _____ space(s) before, when the quotation begins a sentence or follows a colon. 19. 0 1 2

20. When using closing quotation marks, there is no space before the mark, but there should be _____ space(s) after, when the quotation mark ends a sentence. 20. 0 1 2

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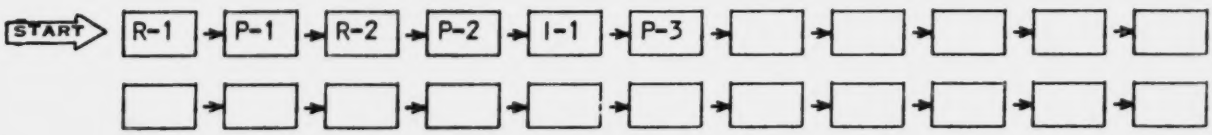
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 8. APPLY BASIC RULES OF CAPITALIZATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply basic rules of capitalization. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R — REFERENCE MATERIALS

R-1 The Gregg Reference Manual.
R-2 Worksheets for The Gregg Reference Manual.
R-3
R-4
R-5

A — AUDIO VISUALS

A-1
A-2
A-3
A-4
A-5

P — PERFORMANCE ASSIGNMENT

P-1 Study R-1, pp. 69-71.
P-2 Complete R-2, problems 1-43, pp. 17-18.
P-3 Go to next task.
P-4
P-5
P-6
P-7
P-8
P-9
P-10
P-11

I — INSTRUCTOR EVALUATION

I-1 Grade worksheets.
I-2
I-3
I-4
I-5
I-6
I-7
I-8
I-9
I-10
I-11

LESSON PLAN GUIDE

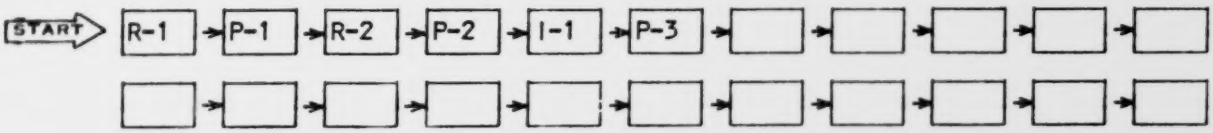
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 9. APPLY SPECIAL RULES OF CAPITALIZATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply special rules of capitalization. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 72-85.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-44, pp. 19-20.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

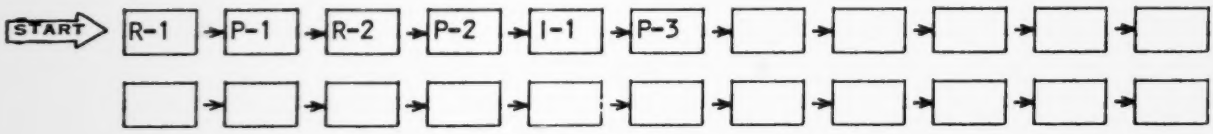
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 10. APPLY BASIC RULES OF FIGURE STYLE AND WORD STYLE FOR EXPRESSING NUMBERS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply basic rules of figure style and word style for expressing numbers. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 87-89.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-50, pp. 21-22.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

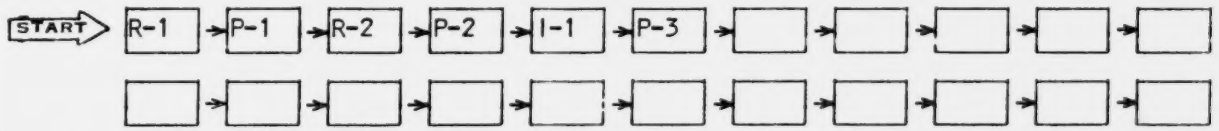
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 11. APPLY SPECIAL RULES FOR EXPRESSING NUMBERS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply special rules for expressing numbers. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 89-103.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-46, pp. 23-24.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

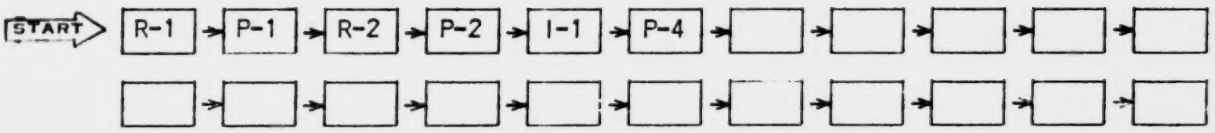
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 12. APPLY BASIC AND SPECIAL RULES FOR USING ABBREVIATIONS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply basic and special rules for using abbreviations. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 105-119.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-70, pp. 25-26; and Style Survey, pp. 27-28.	I-2	
		I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

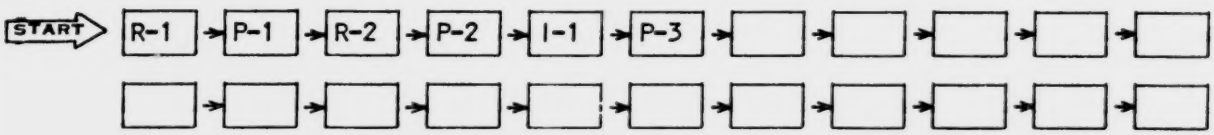
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 13. APPLY RULES FOR FORMING PLURALS OF NOUNS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for forming plurals of nouns: names, personal titles, abbreviations, letters, numbers, and certain words. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 121-127.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-95, pp. 29-30.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

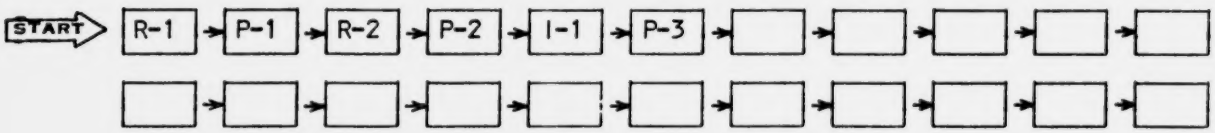
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 14. APPLY RULES FOR FORMING POSSESSIVES.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for forming possessives. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 128-133.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-52, pp. 31-32.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

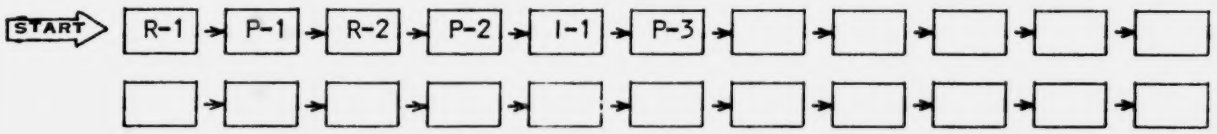
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 15. APPLY SPELLING RULES FOR FINAL SOUNDS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply spelling rules for final sounds. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 135-137.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-20, p. 33.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

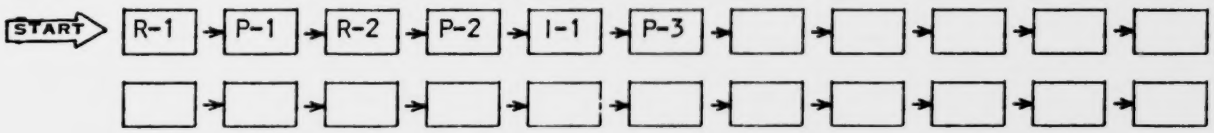
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 16. APPLY RULES FOR SPELLING WORDS WITH SPECIAL ENDINGS AND DIACRITICAL MARKINGS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for spelling words with special endings and diacritical markings. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 137-139.	I-1	Grade worksheets.
P-2	Complete R-2, problems 21-35, pp. 33-34.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

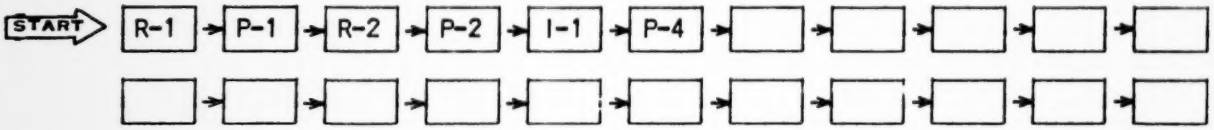
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 17. APPLY CORRECT SPELLING FOR WORDS THAT SOUND ALIKE, LOOK ALIKE, AND TROUBLESOME WORDS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply correct spelling for words that sound alike, look alike, and troublesome words. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 139-155.	I-1	Grade worksheets.
P-2	Complete R-2, problems 36-60, p. 34;	I-2	
	and problems 1-65, pp. 35-36.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

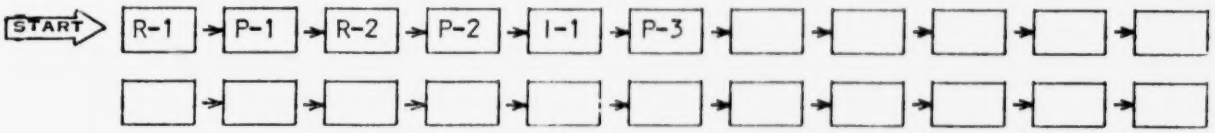
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 18. APPLY RULES FOR FORMING COMPOUND WORDS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for forming compound words. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 157-173.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-52, pp. 37-38.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

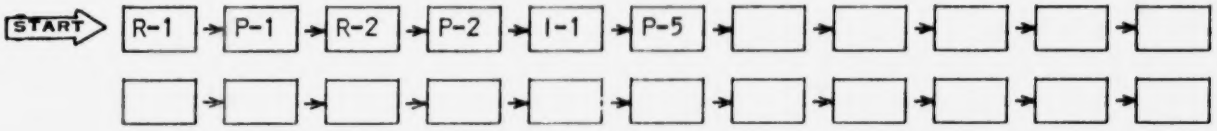
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 19. DIVIDE WORDS CORRECTLY.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will divide words correctly. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 174-178.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-70, pp. 39-40; and Spelling and Word Division Survey, pp. 41-42.	I-2	
		I-3	
		I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

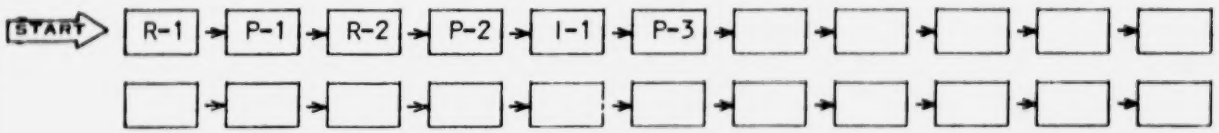
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 20. APPLY BASIC RULES OF NOUN AND VERB AGREEMENT.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply basic rules of noun and verb agreement. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 181-199.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-55, pp. 43-44.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
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P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

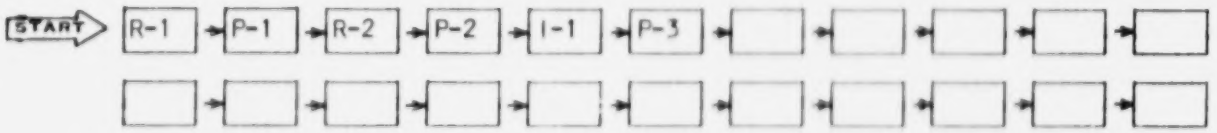
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 21. APPLY BASIC RULES OF PRONOUNS AND VERB AGREEMENT.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply basic rules of pronouns and verb agreement. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 199-217.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-44, pp. 45-46.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

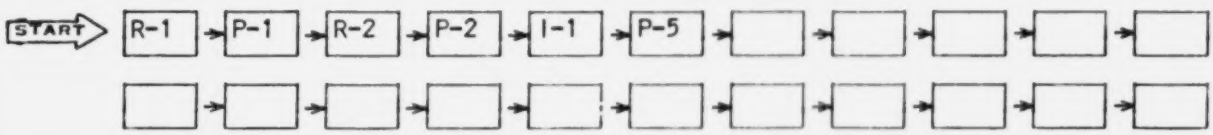
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 22. APPLY COMMONLY MISUSED WORDS AND PHRASES IN BUSINESS COMMUNICATION.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply commonly misused words and phrases in business communication. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 220-236.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-65, pp. 47-48; problems 1-45, pp. 49-50; and Grammar and Usage Survey, pp. 51-52.	I-2	
		I-3	
		I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

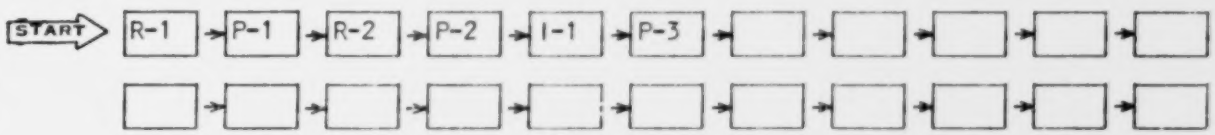
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 23. APPLY RULES FOR BASIC PARTS OF BUSINESS LETTERS AND MEMOS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for basic parts of business letters and memos. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 260-282.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-35, pp. 53-54.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

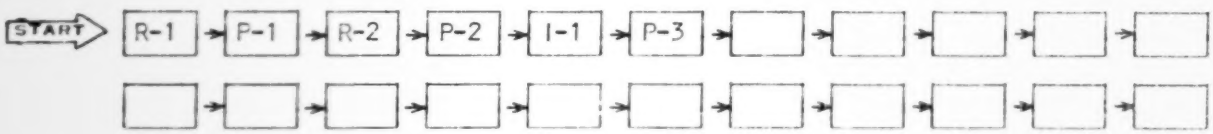
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 24. APPLY RULES FOR SPECIAL PARTS OF BUSINESS LETTERS, MEMOS, AND OTHER CORRESPONDENCE.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply rules for special parts of business letters, memos, and other correspondence. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 282-304.	I-1	Grade worksheets.
P-2	Complete R-2, problems 1-24, pp. 55-56.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

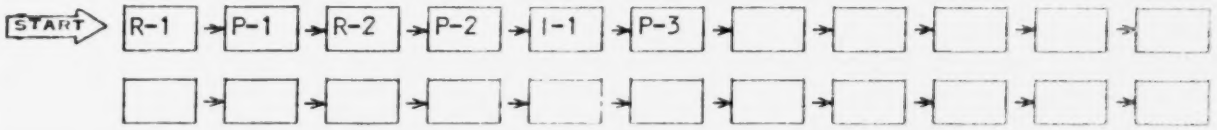
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 25. APPLY CORRECT FORM WHEN ADDRESSING PERSONS IN BUSINESS CORRESPONDENCE.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply correct form when addressing persons in business correspondence (e.g. individuals, couples, organizations, professionals, and persons with special titles). The trainee will complete test and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Test, next page.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 378-385.	I-1	Grade test.
P-2	Take Instructor-provided test.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

COURSE: CLERICAL CLUSTER

MODULE: II. COMPOSITION SKILLS

TASK: 25. APPLY CORRECT FORM WHEN ADDRESSING PERSONS IN BUSINESS CORRESPONDENCE.

TEST

True or False: Circle the letter of the correct answer to the following items. Read each item carefully to make certain of its meaning.

T F 1. When an office or position is held by a woman, substitute "Sir" with "Ms."

T F 2. If the gender of a person to whom you are writing is unknown, always use the masculine form.

T F 3. If the title of a female recipient is unknown, use "Ms."

T F 4. To address an unmarried couple living together, use the last name of the male only.

T F 5. To address an organization of women and men, say "Ladies and Gentlemen" or "Gentlemen and Ladies."

T F 6. To address the president of a college or university, use the full name followed by a comma and the highest degree held.

T F 7. To address a member of the United States Senate say, "The Honorable + full name."

T F 8. A Supreme Court Justice is addressed as "Mr. Justice + last name only."

T F 9. It is appropriate to use the title "Dr." and "M.D." after the last name when addressing a physician.

T F 10. It is incorrect to address an organization of men and women with the term "Gentlemen" only.

T F 11. "Reverend Mother" is an acceptable means of addressing a Mother Superior.

T F 12. A Jewish dignitary is addressed using "Rabbi + the full name."

T F 13. The name of a mayor is preceded by the term "The Honorable."

T F 14. When writing to a married couple where the wife has the special title, list the husband's title first nonetheless.

T F 15. A Methodist minister is addressed as "The Reverend + full name."

T F 16. Naval officers of rank lower than commander are addressed as "Mr."

T F 17. A former President of the United States is referred to as "The Honorable + the full name."

COURSE: CLERICAL CLUSTER

MODULE: II. COMPOSITION SKILLS

TASK: 25. APPLY CORRECT FORM WHEN ADDRESSING PERSONS IN BUSINESS CORRESPONDENCE.

TEST (Continued)

T F 18. A married couple with no special titles may use either "Mr. and Mrs. + the full name of the husband" or "Mr. and Mrs. + the husband's surname only."

T F 19. When addressing two women, always use the title "Misses."

T F 20. To address an organization of women only, use the title "Ladies" or "Mses."

LESSON PLAN GUIDE

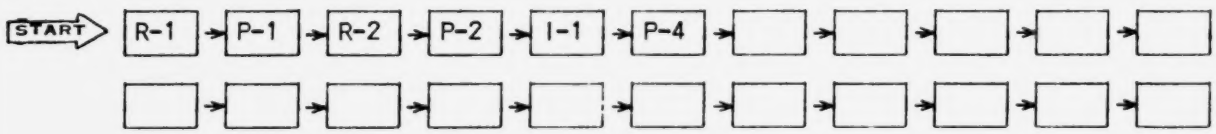
COURSE - CLERICAL CLUSTER

MODULE - II. COMPOSITION SKILLS

TASK - 26. APPLY STANDARD PROOFREADER'S MARKS.

PERFORMANCE OBJECTIVE - Given reading materials and worksheets, the trainee will apply standard proofreader's marks when editing copy. The trainee will complete worksheets and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Gregg Reference Manual.	A-1	
R-2	Worksheets for The Gregg Reference Manual.	A-2	
		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, inside back cover.	I-1	Grade worksheets.
P-2	Complete R-2, Editing Practice, pp. 59-62.	I-2	
		I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

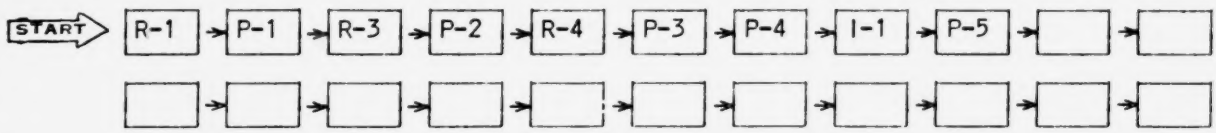
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 27. APPLY CORRECT PROCEDURE WHEN USING CALCULATOR.

PERFORMANCE OBJECTIVE - Given reading materials and calculator, the trainee will apply correct procedure in using calculator. The trainee will demonstrate ability to operate calculator to satisfaction of instructor.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math	A-1	
	Using The Calculator.	A-2	
R-3	Operator's Manual.	A-3	
R-4	The Office: Procedures and Technology.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 323-326.	I-1	Visual check.
P-2	Study R-3.	I-2	
P-3	Study R-4, p. 386.	I-3	
P-4	Operate calculator.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

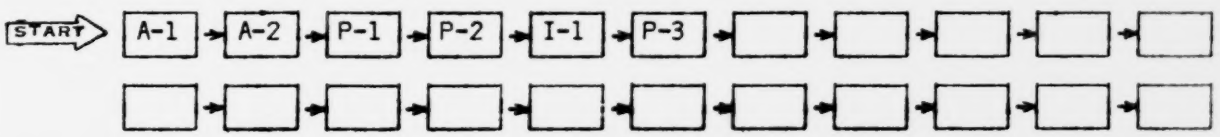
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 28. APPLY TOUCH OPERATION TO NUMERIC KEYPAD. *(OPTIONAL)

PERFORMANCE OBJECTIVE - Given numeric keypad manual and tutorial, application software, and computerized numeric keypad, the trainee will apply touch operation to numeric keypad. The trainee will complete lessons according to instructions on computer diskette. The trainee will operate numeric keypad correctly with accuracy and speed.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1		A-1	Microcomputer Keypad Operations.
			or
R-2		A-2	Numeric Keypad Operations.
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study A-1 or A-2, manual and tutorial.	I-1	Visual check.
P-2	Complete lessons.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

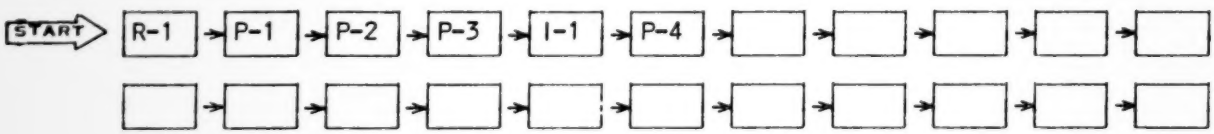
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 29. SOLVE PROBLEMS OF ADDITION, SUBTRACTION, MULTIPLICATION, AND DIVISION OF WHOLE NUMBERS AND DECIMALS.

PERFORMANCE OBJECTIVE - Given reading materials, calculator and/or computerized numeric keypad, the trainee will solve problems of addition, subtraction, multiplication, and division of whole numbers and decimals. The trainee will complete test and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math Using The Calculator.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Units 104, pp. 1-60.	I-1	Grade test.
P-2	Study R-1, p. 328.	I-2	
P-3	Complete R-1, Test 1, p. 1-1.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

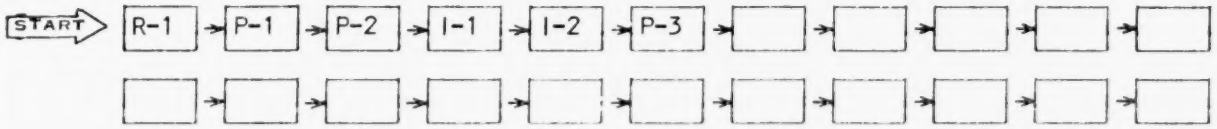
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 30. COMPLETE SIMULATION FOR ACCOUNTING CLERK.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will complete simulation for accounting clerk. The simulation will be complete and all computations will be 80% correct.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math	A-1	
	Using The Calculator.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 61-88.	I-1	Grade computations.
P-2	Complete Unit 5.	I-2	Visually check simulation.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

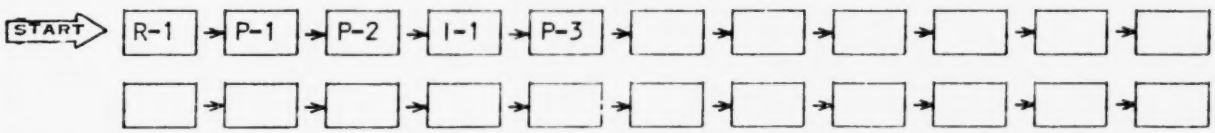
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 31. SOLVE PROBLEMS OF FRACTIONS, DECIMAL FRACTIONS, DECIMALS, PERCENTS, AND PERCENTAGES.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will solve problems of fractions, decimal fractions, decimals, percents, and percentages. The trainee will complete test and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math Using The Calculator.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Units 6-9, pp. 89-146.	I-1	Grade test.
P-2	Complete R-1, Test 2, p. 2-1.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

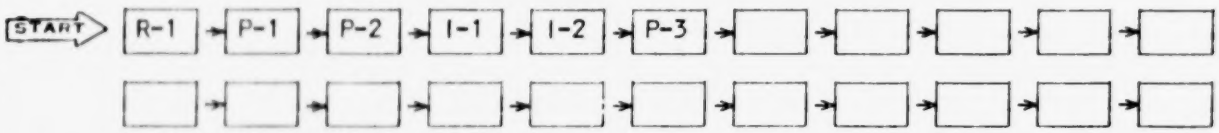
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 32. COMPLETE SIMULATION FOR INVENTORY AND PURCHASING CLERK.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will complete simulation for inventory and purchasing clerk. The simulation will be complete and all computations will be 80% correct.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math	A-1	
	Using The Calculator.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 147-168.	I-1	Grade computations.
P-2	Complete Unit 10.	I-2	Visually check simulation.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

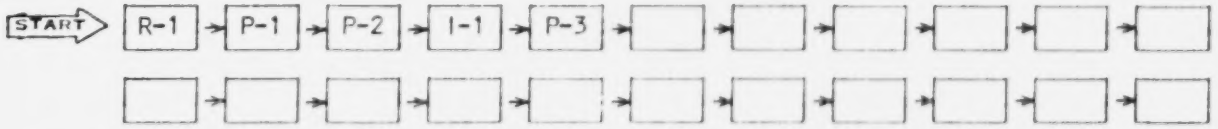
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 33. SOLVE PROBLEMS OF DISCOUNTS, BANKING PROCEDURES, WAGES AND SALARIES, COMMISSIONS, AND DEDUCTIONS.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will solve problems of discounts, banking procedures, wages and salaries, commissions, and deductions. The trainee will complete test and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math	A-1	
	Using The Calculator.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Units 11-15, pp. 169-228.	I-1	Grade test.
P-2	Complete R-1, Test 3, p. 3-1.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

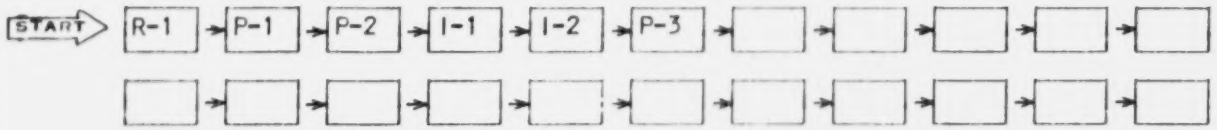
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 34. COMPLETE SIMULATION FOR ACCOUNTS PAYABLE CLERK AND PAYROLL CLERK.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will complete simulation for accounts payable clerk and payroll clerk. The simulation will be complete and all computations will be 80% correct.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math Using The Calculator.	A-1	
		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 229-247.	I-1	Grade computations.
P-2	Complete Unit 16.	I-2	Visually check simulation.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

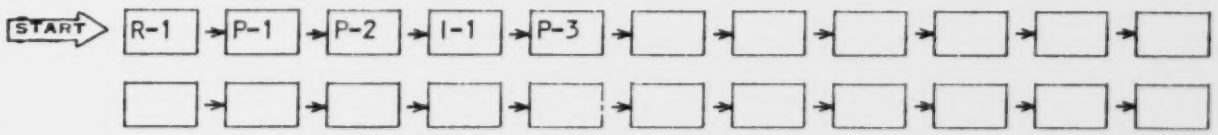
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 35. SOLVE PROBLEMS OF PRICING, DEPRECIATION, CREDIT, RATIO AND PROPORTION, AND INVESTMENTS.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will solve problems of pricing, depreciation, credit, ratio and proportion, and investments. The trainee will complete test and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math Using The Calculator.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Units 17-21, pp. 247-312.	I-1	Grade test.
P-2	Complete R-1, Test 4, p. 4-1.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

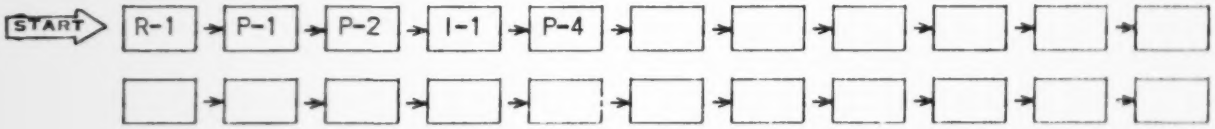
COURSE - CLERICAL CLUSTER

MODULE - III. MATH, CALCULATOR/NUMERIC KEYPAD OPERATIONS

TASK - 36. COMPLETE SIMULATION FOR ADVANCED ACCOUNTING CLERK.

PERFORMANCE OBJECTIVE - Given reading materials, calculator, and/or computerized numeric keypad, the trainee will complete simulation for advanced accounting clerk. The simulation will be complete and all computations will be 80% correct.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Learning Basic Math and Business Math Using The Calculator.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, pp. 323-326.	I-1	Grade computations.
P-2	Complete R-1, Unit 22, Post-test, pp. 1-4.	I-2	Visually check simulation.
P-3		I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

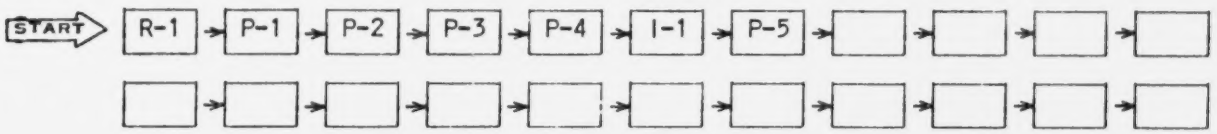
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 37. UNDERSTAND KEY OFFICE FUNCTION OF BUSINESS OFFICE.

PERFORMANCE OBJECTIVE - Given reading materials and instructor-trainee discussion, the trainee will develop an understanding of the key office functions of tradition and state-of-the-art business offices. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 1, Topic 1, pp. 2-17.	I-1	Grade review questions.
P-2	Complete R-1 Review Questions, p. 16.	I-2	
P-3	Study R-1, Chapter 1, Topic 2, pp. 18-31.	I-3	
P-4	Complete R-1 Review Questions, p. 29.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

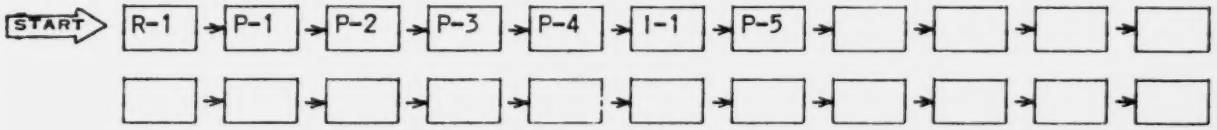
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 38. IDENTIFY OFFICE CAREERS, DUTIES, AND OPPORTUNITIES.

PERFORMANCE OBJECTIVE - Given reading materials and instructor-trainee discussion, the trainee will understand major office careers, their duties, and job opportunities. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	Guest speaker.
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 2, Topic 1, pp. 36-53.	I-1	Grade review questions.
P-2	Complete R-1 Review Questions, pp. 50-51.	I-2	
P-3	Study R-1, Chapter 2, Topic 2, pp. 54-67.	I-3	
P-4	Complete R-1 Review Questions, pp. 62-63.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 39. IDENTIFY NEEDED COMMUNICATION SKILLS.

PERFORMANCE OBJECTIVE - Given reading materials, the trainee will identify reading, writing, speaking, and listening skills needed in an office. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE

START → R-1 → P-1 → P-2 → P-3 → P-5 → P-7 → P-9 → P-10 → I-1 → I-2 → P-11

R — REFERENCE MATERIALS

R-1	The Office: Procedures and Technology.
R-2	
R-3	
R-4	
R-5	

A — AUDIO VISUALS

A-1	
A-2	
A-3	
A-4	
A-5	

P — PERFORMANCE ASSIGNMENT

P-1	Study R-1, Chapter 3, Topic 1, pp. 70-85.
P-2	Complete R-1 Review Questions, pp. 81-82.
P-3	Study R-1, Chapter 3, Topic 2,
	pp. 86-103.
P-5	Complete R-1 Review Questions,
	pp. 100-101.
P-7	Study R-1, Chapter 3, Topic 3,
	pp. 104-119.
P-9	Complete R-1 Review Questions, p. 115.
P-10	Complete activities 1 and 2, p. 118.
P-11	Go to next task.

I — INSTRUCTOR EVALUATION

I-1	Grade review questions.
I-2	Evaluate completed activities.
I-3	
I-4	
I-5	
I-6	
I-7	
I-8	
I-9	
I-10	
I-11	

LESSON PLAN GUIDE

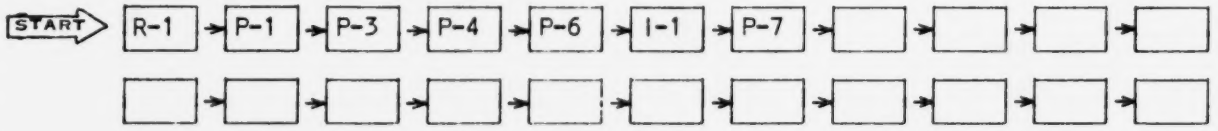
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 40. USE INTERPERSONAL SKILLS WHEN GREETING VISITORS.

PERFORMANCE OBJECTIVE - Given reading materials and instructor-trainee discussion, the trainee will use interpersonal skills when greeting visitors. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 4, Topic 1, pp. 120-131.	I-1	Grade review questions.
P-3	Complete R-1 Review Questions, p. 130.	I-2	
P-4	Study R-1, Chapter 4, Topic 2, pp. 132-152.	I-3	
P-6	Complete R-1 Review Questions, p. 147.	I-4	
P-7	Go to next task.	I-5	
P-8		I-6	
P-9		I-7	
P-10		I-8	
P-11		I-9	
		I-10	
		I-11	

LESSON PLAN GUIDE

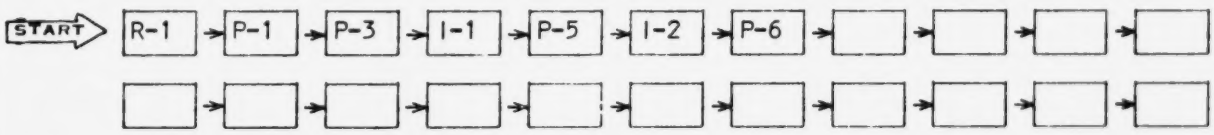
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 41. PREPARE WORK STATION.

PERFORMANCE OBJECTIVE - Given reading materials, office equipment and supplies, the trainee will prepare a work station. The prepared work station will gain instructor-approval. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2	Office Suppliers' Catalog.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 10, Topic 1, pp. 390-398.	I-1	Grade review questions.
		I-2	Visually check work station.
P-3	Complete R-1 Review Questions 1-5, p. 407.	I-3	
		I-4	
P-5	Prepare work station.	I-5	
P-6	Go to next task.	I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

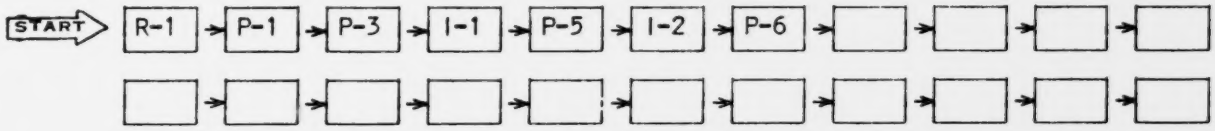
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 42. USE OFFICE COPIER(S).

PERFORMANCE OBJECTIVE - Given reading materials, documents to be copied, and instructor demonstration, the trainee will use office copier(s) and other available reprographic equipment to maximize production and minimize cost. The trainee will complete assigned review questions and attain 80% accuracy. Copied documents will be acceptable.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 10, Topic 2, pp. 410-428.	I-1	Grade review questions.
P-3	Complete R-1 Review Questions 1-10, p. 424.	I-2	Visually check copies.
P-5	Copy documents.	I-3	
P-6	Go to next task.	I-4	
P-7		I-5	
P-8		I-6	
P-9		I-7	
P-10		I-8	
P-11		I-9	
		I-10	
		I-11	

LESSON PLAN GUIDE

COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 43. COMPLETE CALENDAR AND TICKLER FILES, AND ARRANGE MEETINGS AND TRAVEL SCHEDULES.

PERFORMANCE OBJECTIVE - Given reading materials, calendar, tickler files, and travel schedules, the trainee will complete calendar and tickler files, and arrange meeting and travel schedules. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE

START → R-1 → P-1 → P-2 → I-1 → A-1 → R-2 → P-4 → P-5 → P-6 → I-2 → P-7

→ ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐

R — REFERENCE MATERIALS

R-1 The Office: Procedures and Technology.
Travel brochures: bus, train, air, hotels, etc.
R-4
R-5

A — AUDIO VISUALS

A-1 Visit travel bureau.
A-2
A-3
A-4
A-5

P — PERFORMANCE ASSIGNMENT

P-1 Study R-1, Chapter 11, Topic 1, p. 448.
P-2 Complete R-1 Review Questions 1-3, 8, and 9, p. 471.
P-4 Complete calendar, tickler files.
P-5 Prepare travel schedule.
P-6 Prepare meeting agenda.
P-7 Go to next task.
P-8
P-9
P-10
P-11

I — INSTRUCTOR EVALUATION

I-1 Grade review questions.
I-2 Evaluate calendar, tickler files, meeting arrangements, and travel schedule.
I-5
I-6
I-7
I-8
I-9
I-10
I-11

LESSON PLAN GUIDE

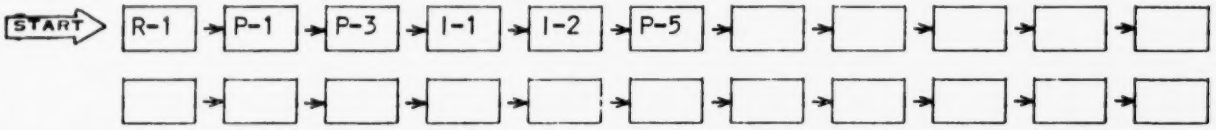
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 44. IDENTIFY COMPONENTS OF FILING SYSTEMS.

PERFORMANCE OBJECTIVE - Given reading materials, equipment and supplies, the trainee will identify equipment and supplies of a paper filing system and will explain procedures for indexing, coding, and filing. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 12, Topic 2, pp. 519-526.	I-1	Grade review questions.
		I-2	Evaluate explanations.
P-3	Complete R-1 Review Questions 1-6, p. 537.	I-3	
		I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

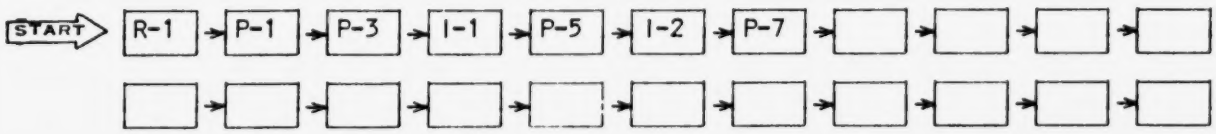
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 45. FILE DOCUMENTS ALPHABETICALLY, NUMERICALLY, AND CHRONOLOGICALLY.

PERFORMANCE OBJECTIVE - Given reading materials, filing equipment and supplies, the trainee will file documents alphabetically, numerically, and chronologically. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 12, Topic 2, pp. 526-543.	I-1	Grade review questions.
		I-2	Visually check files.
P-3	Complete R-1 Review Questions 7-10, p. 537.	I-3	
		I-4	
P-5	Complete R-1 Activities 1 and 2, pp. 540-542.	I-5	
		I-6	
P-7	Go to next task.	I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

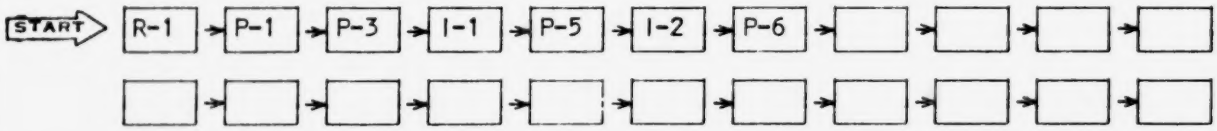
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 46. PREPARE, CHARGE-OUT, TRANSFER, AND STORE RECORDS.

PERFORMANCE OBJECTIVE - Given reading materials, materials and supplies, the trainee will prepare, charge-out, transfer, and store records. The trainee will complete assigned review questions and attain 80% accuracy. The records will be correctly filed.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 13, Topic 1, pp. 544-562.	I-1	Grade review questions.
		I-2	Visually check files.
P-3	Complete R-1 Review Questions 1-10, p. 560.	I-3	
		I-4	
P-5	Complete filing activities.	I-5	
P-6	Go to next task.	I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

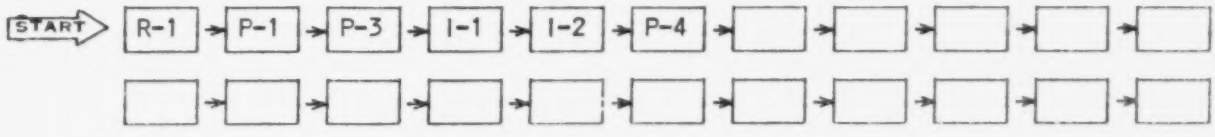
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 47. PROCESS INCOMING MAIL.

PERFORMANCE OBJECTIVE - Given reading materials and samples of mail, the trainee will process incoming mail. The trainee will complete assigned review questions and attain 80% accuracy. The mail wil be processed correctly.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 14, Topic 1, pp. 590-603.	I-1	Grade review questions.
		I-2	Evaluate processed mail.
P-3	Complete R-1 Review Questions, p. 601.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

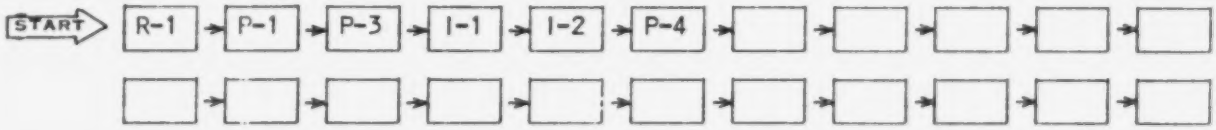
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 48. PROCESS OUTGOING MAIL.

PERFORMANCE OBJECTIVE - Given reading materials and samples of mail, the trainee will process outgoing mail. The trainee will complete assigned review questions and attain 80% accuracy. The mail wil be processed correctly.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 14, Topic 2, pp. 604-627.	I-1	Grade review questions.
		I-2	Evaluate processed mail.
P-3	Complete R-1 Review Questions, p. 622.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 49. ANSWER TELEPHONE CALLS.

PERFORMANCE OBJECTIVE - Given reading materials and telephone equipment, the trainee will answer telephone calls. The trainee will complete assigned review questions and attain 80% accuracy. Calls will be answered correctly.

PERFORMANCE GUIDE

START → R-1 → P-1 → P-3 → I-1 → I-2 → P-4 → ☐ → ☐ → ☐ → ☐ → ☐

☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐ → ☐

R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 15, Topic 1, pp. 628-642.	I-1	Grade review questions.
		I-2	Evaluate telephone usage.
P-3	Complete R-1 Review Questions, p. 639.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

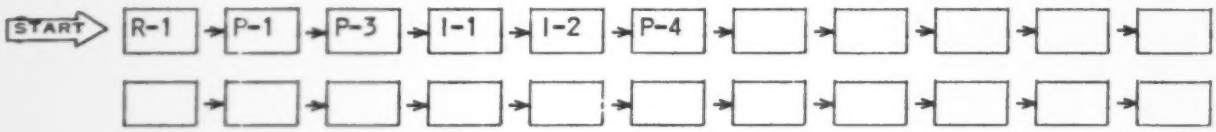
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 50. PLACE OUTGOING TELEPHONE CALLS.

PERFORMANCE OBJECTIVE - Given reading materials and telephone equipment, the trainee will place outgoing telephone calls. The trainee will complete assigned review questions and attain 80% accuracy. Calls will be placed correctly.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 15, Topic 2, pp. 643-654.	I-1	Grade review questions.
P-3	Complete R-1 Review Questions, p. 652.	I-2	Evaluate telephone usage.
P-4	Go to next task.	I-3	
P-5		I-4	
P-6		I-5	
P-7		I-6	
P-8		I-7	
P-9		I-8	
P-10		I-9	
P-11		I-10	
		I-11	

LESSON PLAN GUIDE

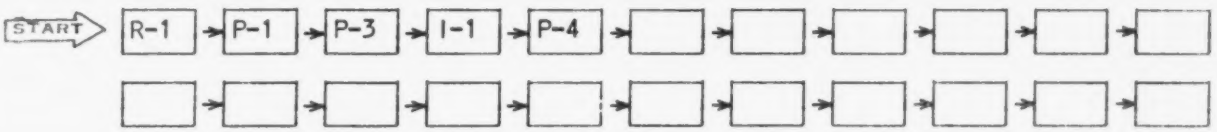
COURSE - CLERICAL CLUSTER

MODULE - IV. OFFICE PROCEDURES

TASK - 51. IDENTIFY ADVANCED TELECOMMUNICATION SYSTEMS.

PERFORMANCE OBJECTIVE - Given reading materials, the trainee identify advanced telecommunication systems. The trainee will complete assigned review questions and attain 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	The Office: Procedures and Technology.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Chapter 15, Topic 3, pp. 655-675.	I-1	Grade review questions.
		I-2	
P-3	Complete R-1 Review Questions, p. 670.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

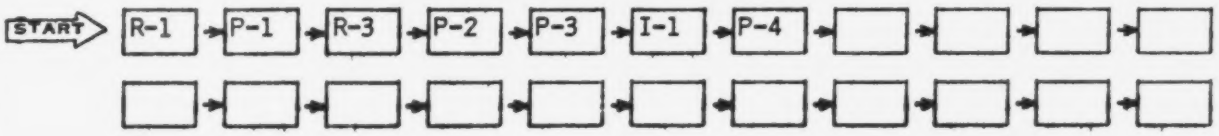
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 52. IDENTIFY MAJOR PARTS OF KEYBOARDING MACHINE: TYPEWRITERS AND COMPUTERS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboarding machine, and operator's manual, the trainee will identify major parts of keyboarding machine: typewriters and computers. The trainee will demonstrate the parts and their uses with 100% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Operator's Manual.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Introduction, pp. vi-vii.	I-1	Grade oral test.
P-2	Study R-3.	I-2	
P-3	Complete instructor-provided test.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

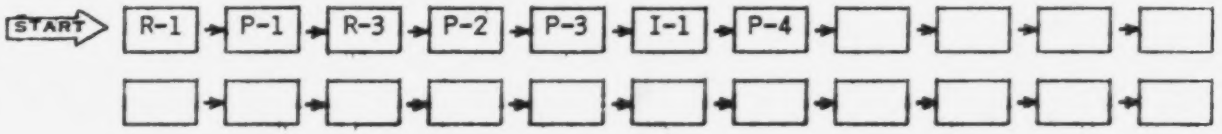
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 53. APPLY CORRECT PROCEDURES FOR GETTING READY TO KEYBOARD.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and operator's manual, the trainee will prepare work station, adjust paper guide, insert paper, set line-space selector, plan margin setting, and set margin step. The trainee will then apply correct procedures for getting ready to keyboard to satisfaction of instructor.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Operator's Manual.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Introduction, pp. ix.	I-1	Visually check procedures.
P-2	Study R-3.	I-2	
P-3	Complete procedures.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

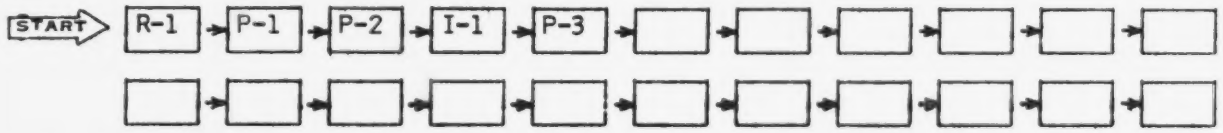
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 54. IDENTIFY COMMONLY USED KEYBOARDING TERMS.

PERFORMANCE OBJECTIVE - Given reading materials, the trainee will identify commonly used keyboarding terms and will complete glossary test at 80% accuracy.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting, and Document Processing.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, Introduction, pp. xi-xii.	I-1	Grade test.
P-2	Take test from glossary.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

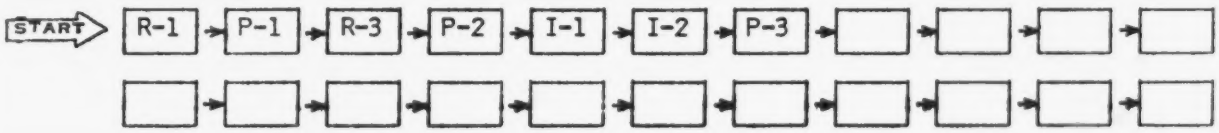
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 55. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR LETTER-KEY OPERATIONS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will develop correct keyboarding techniques for letter-key operations. The trainee will complete all lessons and will receive a rating of "good" or better on Technique Check Sheet.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4	Activity Sheet, next page.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 1-25, pp. 2-44.	I-1	Visually check lessons 1-25.
P-2	Review R-3, pp. 13-14.	I-2	Complete Technique Check Sheet,
P-3	Go to next task.		R-3, p. 13-14.
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

COURSE: CLERICAL CLUSTER

MODULE: V. FORMATTING/KEYBOARDING OPERATIONS

TASK: 55. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR LETTER-KEY OPERATIONS.

ACTIVITY SHEET

THE FOLLOWING LETTER-KEY KEYBOARDING TECHNIQUES WILL BE INTRODUCED AND PRACTICED IN THE FOLLOWING ORDER. EACH LETTER-KEY HAS A CORRESPONDING LESSON IN THE APPROPRIATE KEYBOARDING BOOK.

	Date Activity Completed	Letter-Keys	Pages
1.	_____	A S D F J K L ; SPACE BAR/RETURN	2-7
2.	_____	E and H	8-9
3.	_____	O and R	9-12
4.	_____	I and T	13-14
5.	_____	LEFT SHIFT and .(PERIOD)	14-15
6.	_____	U and C	16-18
7.	_____	N and W	19-20
8.	_____	G and RIGHT SHIFT	20-21
9.	_____	B and P	22-24
10.	_____	M and X	25-26
11.	_____	Y and Z	26-27
12.	_____	Q and ,(COMMA)	28-30
13.	_____	V and :(COLON)	31-32
14.	_____	SHIFT LOCK and ?(QUESTION MARK)	32-33
15.	_____	TABULATOR	34-35

Century 21: Keyboarding, Formatting, and Document Processing, 4th Edition, 1987.

LESSON PLAN GUIDE

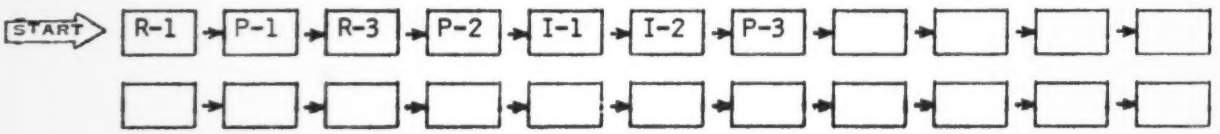
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 56. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR FIGURE/SYMBOL-KEY OPERATIONS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will develop correct keystroking techniques for figure/symbol-key operations. The trainee will complete lessons and will receive a rating of "good" or better on Techniques Check Sheet.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4	Activity Sheet, next page.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 26-38, pp. 46-66.	I-1	Visually check lessons 26-38.
P-2	Review R-3, pp. 13-14.	I-2	Complete Technique Check Sheet,
P-3	Go to next task.		R-3, pp. 13-14.
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

COURSE: CLERICAL CLUSTER

MODULE: V. FORMATTING/KEYBOARDING OPERATIONS

TASK: 56. DEVELOP CORRECT KEYBOARDING TECHNIQUES FOR FIGURE/SYMBOL-KEY OPERATIONS.

ACTIVITY SHEET

THE FOLLOWING FIGURE/SYMBOL-KEY KEYBOARDING TECHNIQUES WILL BE INTRODUCED AND PRACTICED IN THE FOLLOWING ORDER. EACH FIGURE/SYMBOL-KEY HAS A CORRESPONDING LESSON IN THE APPROPRIATE KEYBOARDING BOOK.

	Date Activity Completed	Figure/Symbol-Keys	Pages
1.	_____	1 and 7	46-47
2.	_____	4 and 8	47-48
3.	_____	5 and 9	49-50
4.	_____	3 and 0	50-51
5.	_____	2 and 6	51-53
6.	_____	/(DIAGONAL) and $(DOLLAR)	56-57
7.	_____	%(PERCENT) and -(HYPHEN)	57-58
8.	_____	#(NUMBER/POUNDS) and &(AMPERSAND/AND)	59-60
9.	_____	((LEFT PARENTHESIS) and)(RIGHT PARENTHESIS)	60-61
10.	_____	'(APOSTROPHE) and "(QUOTATION)	62-63
11.	_____	_(UNDERLINE) and *(ASTERISK)	63-64

Century 21: Keyboarding, Formatting, and Document Processing, 4th Edition, 1987.

LESSON PLAN GUIDE

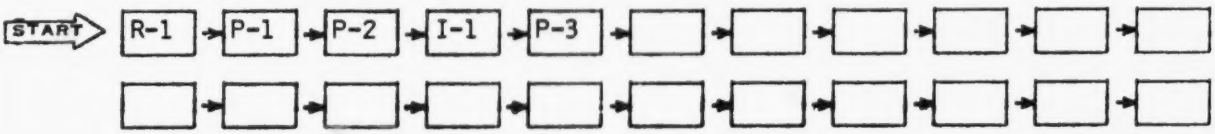
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 57. KEY THIRTY GROSS WORDS A MINUTE (GWAM) ON ONE-MINUTE TIMED WRITING.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will key a minimum of thirty GWAM on one-minute timed writing with no more than one error.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Cortez Peters Championship Drills.	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, p. 35.	I-1	Accept/reject copy.
P-2	Complete timed writing test, p. 35.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

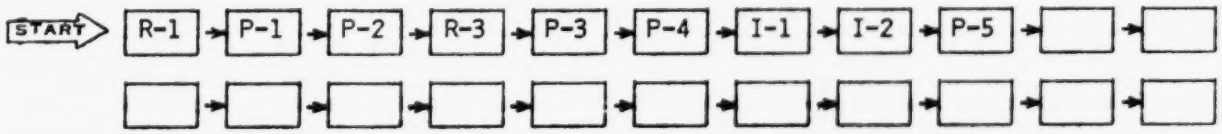
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 58. CORRECT ERRORS IN COPY.

PERFORMANCE OBJECTIVE - Given reading materials, operator's manual, appropriate keyboard, supplies and materials, and assigned copy to be corrected, the trainee will correct errors in copy using electronic correction, lift-off tape, correction fluid, correction paper, rubber eraser, and learn squeeze-spread technique. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Operator's Manual.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, p. 82, Lesson 46b.	I-1	Visually check procedures.
P-2	Study R-1, p. RG 12.	I-2	Accept/reject copy.
P-3	Complete Lesson 39b, p. 67.	I-3	
P-4	Correct errors in copy.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

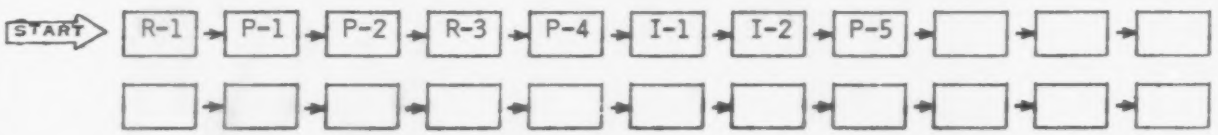
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 59. CENTER ANNOUNCEMENTS, PERSONAL NOTES, AND SIMPLIFIED MEMOS WITH DIVIDED WORDS AT LINE ENDINGS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will horizontally and vertically center announcements, personal notes, and simplified memos in block style with divided words at line endings. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 39-42, pp. 67-74.	I-1	Visually check procedures.
P-2	Complete R-1, Lesson 44, 45, 47,	I-2	Accept/reject copy.
	pp. 80-84.	I-3	
P-4	Use R-3, p. 27.	I-4	
P-5	Go to next task.	I-5	
R-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

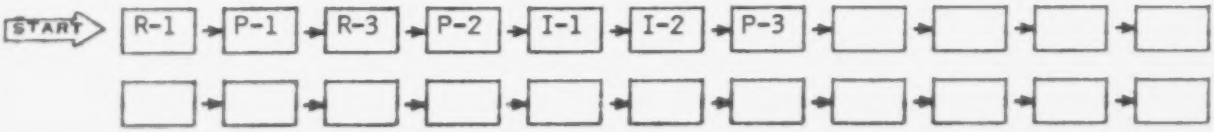
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 60. FORMAT AND KEY BUSINESS LETTERS IN BLOCK STYLE.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key business letters in block style. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing,	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 43-46, pp. 75-82.	I-1	Visually check procedures.
P-2	Use R-3, p. 29.	I-2	Accept/reject copy.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

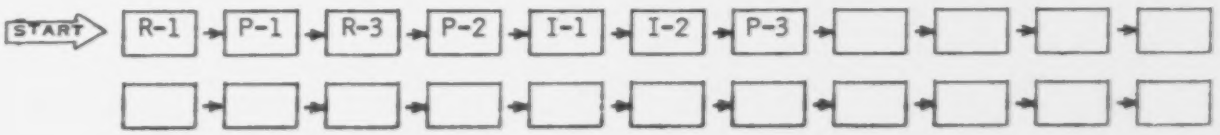
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 61. FORMAT AND KEY SMALL AND LARGE ENVELOPES.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key small and large envelopes. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lesson 46d, p. 83.	I-1	Visually check procedures.
P-2	Use R-3, p. 91.	I-2	Accept/reject copy.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

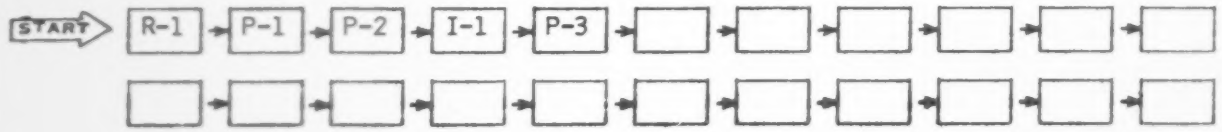
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 62. KEY FORTY GWAM ON FIVE-MINUTE TIMED WRITINGS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will key a minimum of forty GWAM on five-minute timed writing with no more than five errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Cortez Peters Championship Drills,	A-1	
R-2		A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Study R-1, p. 16-20.	I-1	Check copy and time.
P-2	Complete timed writing in class, p. 20.	I-2	
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

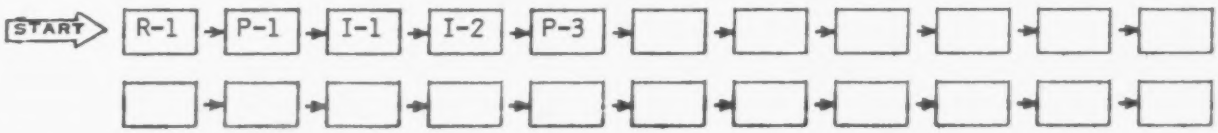
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 63. FORMAT AND KEY OUTLINE FROM ONE-PAGE DRAFT.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key outline from one-page draft. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 51, 57c, 84b,	I-1	Visually check procedures.
	pp. 94-95, 104, 146.	I-2	Accept/reject copy.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

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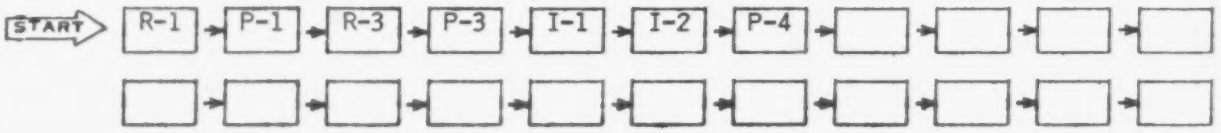
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 64. FORMAT AND KEY AN UNBOUND REPORT WITH FOOTNOTES.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key an unbound report with footnotes, textual citations, indented paragraphs, and bibliography. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 52-57, 84,	I-1	Visually check procedures.
	pp. 93-103, 147.	I-2	Accept/reject copy.
P-3	Use R-3, pp. 93-94.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

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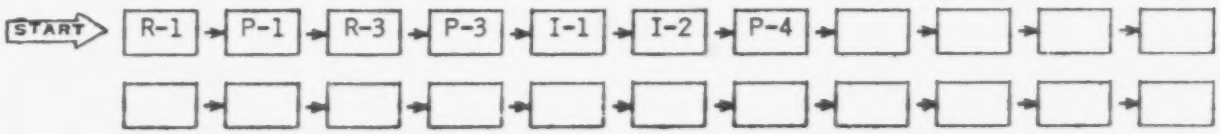
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 65. FORMAT AND KEY TABLES WITH MAIN HEADINGS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key tables with main headings, blocked column headings, and source notes. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 58-64,	I-1	Visually check procedures.
	pp. 105, 113.	I-2	Accept/reject copy.
P-3	Use R-3, pp. 95-96.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

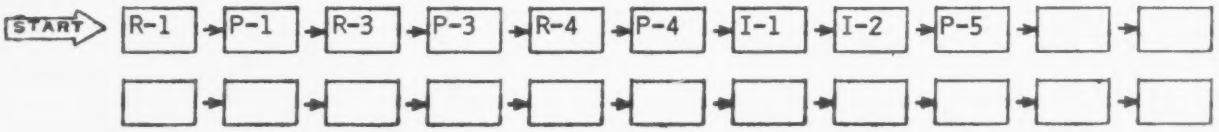
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 66. COMPLETE SIMULATION FOR YOUTH CAMP. *(OPTIONAL)

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will complete simulation for youth camp. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting, and Document Processing.	A-1	
R-2		A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4	Activity Sheet, next page.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 68-70, pp. 119-122.	I-1	Visually check procedures.
P-2		I-2	Accept/reject copy.
P-3	Use R-3, pp. 73-81.	I-3	
P-4	Complete R-4.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

COURSE: CLERIICAL CLUSTER

MODULE: V. FORMATTING/KEYBOARDING OPERATIONS

TASK: 66. COMPLETE SIMULATION FOR YOUTH CAMP. *(OPTIONAL)

ACTIVITY SHEET

Complete the following activities for Kilmer Youth Camp Office as found on pages 119-122:

1. Format and key centered announcements.

2. Format and key simplified memo.

3. Format and key table on plain paper.

4. Format and key five business letters and envelopes in block style.

5. Format and key unbound report from rough draft.

LESSON PLAN GUIDE

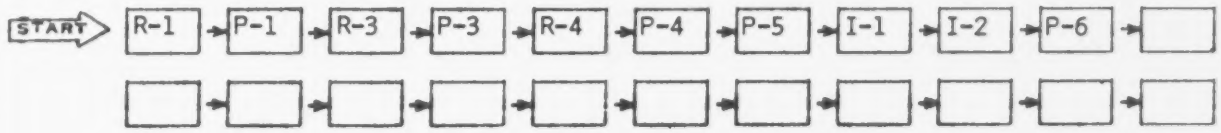
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 67. FORMAT AND KEY PERSONAL-BUSINESS LETTERS. *(OPTIONAL)

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key personal-business letters using plain paper. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle I.	A-3	
R-4	Laboratory Materials Cycle II.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 73, 83,	I-1	Visually check procedures.
	pp. 126, 145.	I-2	Accept/reject copy.
P-3	Use R-3, pp. 83-90.	I-3	
P-4	Use R-4, pp. 5-6.	I-4	
P-5	Complete R-1, Lesson 83.	I-5	
P-6	Go to next task.	I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

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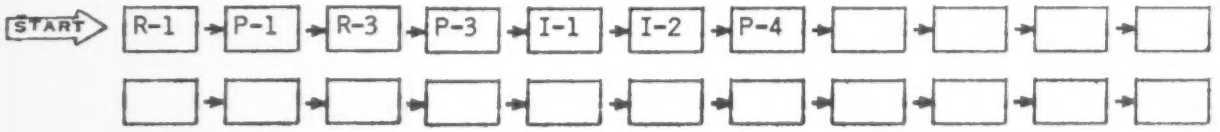
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 68. FORMAT AND KEY SHORT, UNBOUND REPORT FROM ROUGH-DRAFT SCRIPT.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key short, unbound report from rough-draft script. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle II.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 77, 78, 80,	I-1	Visually check procedures.
	pp. 135, 137, 139.	I-2	Accept/reject copy.
P-3	Use R-3, pp. 9-10.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

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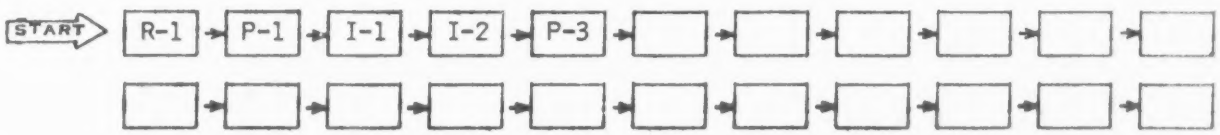
COURSE · CLERICAL CLUSTER

MODULE · V. FORMATTING/KEYBOARDING OPERATIONS

TASK · 69. FORMAT AND KEY BUSINESS LETTERS IN MODIFIED BLOCK STYLE.

PERFORMANCE OBJECTIVE · Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key business letters in modified block style with block paragraphs and mixed punctuation. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3		A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 86-87,	I-1	Visually check procedures.
	pp. 149-153.	I-2	Accept/reject copy.
P-3	Go to next task.	I-3	
P-4		I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

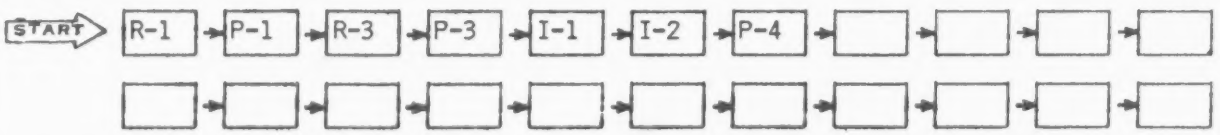
COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 70. FORMAT AND KEY BUSINESS LETTER IN MODIFIED BLOCK STYLE WITH INDENTED PARAGRAPHS.

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will format and key business letter in modified block style with indented paragraphs and mixed punctuation. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE



R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting, and Document Processing.	A-1	
		A-2	
R-3	Laboratory Materials Cycle II.	A-3	
R-4		A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 88, 90, 100, pp. 155, 158, 175.	I-1	Visually check procedures.
		I-2	Accept/reject copy.
P-3	Use R-3, pp. 11-16, 37-38, 47-48.	I-3	
P-4	Go to next task.	I-4	
P-5		I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	

LESSON PLAN GUIDE

COURSE - CLERICAL CLUSTER

MODULE - V. FORMATTING/KEYBOARDING OPERATIONS

TASK - 71. COMPLETE SIMULATION FOR PROCESSING SERVICE. *(OPTIONAL)

PERFORMANCE OBJECTIVE - Given reading materials, appropriate keyboard, and supplies and materials, the trainee will complete simulation for processing service. Copy will be acceptable with no detected errors.

PERFORMANCE GUIDE

START → R-1 → P-1 → R-3 → P-3 → R-4 → P-4 → I-1 → I-2 → P-5 → [ ] → [ ]

[ ] → [ ] → [ ] → [ ] → [ ] → [ ] → [ ] → [ ] → [ ] → [ ] → [ ]

R	REFERENCE MATERIALS	A	AUDIO VISUALS
R-1	Century 21 Keyboarding, Formatting,	A-1	
	and Document Processing.	A-2	
R-3	Laboratory Materials Cycle II.	A-3	
R-4	Activity Sheet, next page.	A-4	
R-5		A-5	

P	PERFORMANCE ASSIGNMENT	I	INSTRUCTOR EVALUATION
P-1	Complete R-1, Lessons 91-95,	I-1	Visually check procedures.
	pp. 159-167.	I-2	Accept/reject copy.
P-3	Use R-3, pp. 17-36.	I-3	
P-4	Complete R-4.	I-4	
P-5	Go to next task.	I-5	
P-6		I-6	
P-7		I-7	
P-8		I-8	
P-9		I-9	
P-10		I-10	
P-11		I-11	